
Fast Track 2+2/386[®]

2000 Series

Drive-Thru Timer System

User Guide



R 02/02

PHASE RESEARCH

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SET PARAMETERS WORKSHEETS

SET PARAMETERS WORKSHEET SAMPLE

Sheet 1

Store Header

Store: FAST BURGER
Number: 1234
Manager: JONES
Phone: (123) 456-7889
Modem: (123) 456-7890
City: ANY TOWN

STORE HOURS

1st day of week:

	<u>MON</u>
OPEN	- <u>CLOSE</u>
SUN	<u>6:00AM</u>
MON	<u>6:00AM</u>
TUE	<u>6:00AM</u>
WED	<u>6:00AM</u>
THU	<u>6:00AM</u>
FRI	<u>6:00AM</u>
SAT	<u>6:00AM</u>

PRINTER OPTIONS

	RT	DA	WK	MO
Hour	<u>X</u>			
Daypart	<u>X</u>	<u>X</u>	<u>X</u>	
Shift	<u>X</u>			
Daily		<u>X</u>	<u>X</u>	<u>X</u>
Report @	<u>CLOSE + 00:15</u>			or
	<u>time=</u>			

DAYPARTS

START	- <u>STOP</u>
1	<u>6:00AM</u>
2	<u>10:30AM</u>
3	<u>1:00PM</u>
4	<u>5:00PM</u>
5	<u>8:00PM</u>
6	
7	
8	

Header	<u>ON</u>	PEC	<u>OFF</u>
Targets	<u>ON</u>	AUTO	<u>ON</u>

Remote Display

Remote #1	<u>A</u>	WINDOW
Remote #2	<u>A</u>	TOTAL
Remote #3		
Remote #4		
Remote #5		
Remote 80%		

Flash avg DAILY

SHIFTS

START	- <u>STOP</u>
1	<u>6:00AM</u>
2	<u>4:00PM</u>
3	
4	

SET PARAMETERS WORK SHEET SAMPLE

Sheet 2

Target= **A MENU**
BEEP ON ARRIVAL= **NO**

	Time	B	P
A <=	<u>:30</u>	<u>1</u>	<u>N</u>
B <=	<u>:45</u>	<u>2</u>	<u>N</u>
C <=	<u>1:00</u>	<u>3</u>	<u>N</u>
D <=	<u>1:30</u>	<u>4</u>	<u>N</u>
F >	<u>1:30</u>	<u>2</u>	<u>N</u>
F Repeat @	<u>30</u> SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= **A GREET**
BEEP ON ARRIVAL= **NO**

	Time	B	P
A <=	<u>:04</u>	<u>0</u>	<u>N</u>
B <=	<u>:07</u>	<u>0</u>	<u>N</u>
C <=	<u>:10</u>	<u>0</u>	<u>N</u>
D <=	<u>:10</u>	<u>0</u>	<u>N</u>
F >	<u>:10</u>	<u>0</u>	<u>N</u>
F Repeat @	<u>OFF</u> SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= **A WINDOW**
BEEP ON ARRIVAL= **NO**

	Time	B	P
A <=	<u>:30</u>	<u>1</u>	<u>N</u>
B <=	<u>:45</u>	<u>2</u>	<u>N</u>
C <=	<u>1:00</u>	<u>3</u>	<u>N</u>
D <=	<u>1:30</u>	<u>4</u>	<u>N</u>
F >	<u>1:30</u>	<u>2</u>	<u>N</u>
F Repeat @	<u>30</u> SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= **A TOTAL**
BEEP ON ARRIVAL= **NO**

	Time	B	P
A <=	<u>1:30</u>	<u>1</u>	<u>N</u>
B <=	<u>1:45</u>	<u>2</u>	<u>N</u>
C <=	<u>2:00</u>	<u>3</u>	<u>N</u>
D <=	<u>2:30</u>	<u>4</u>	<u>N</u>
F >	<u>2:30</u>	<u>2</u>	<u>Y</u>
F Repeat @	<u>30</u> SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

SET PARAMETERS WORKSHEET

Store Header

Store: _____
 Number: _____
 Manager: _____
 Phone: _____
 Modem: _____
 City: _____

STORE HOURS

1st day of week: _____

	OPEN	-	CLOSE
SUN	_____	-	_____
MON	_____	-	_____
TUE	_____	-	_____
WED	_____	-	_____
THU	_____	-	_____
FRI	_____	-	_____
SAT	_____	-	_____

PRINTER OPTIONS

RT DA WK MO

Hour	_____
Daypart	_____
Shift	_____
Daily	_____
Report @	CLOSE + _____ or time= _____

Header	_____ PEC
Targets	_____ AUTO

	DAYPARTS	START	-	STOP
1	_____	-	_____	
2	_____	-	_____	
3	_____	-	_____	
4	_____	-	_____	
5	_____	-	_____	
6	_____	-	_____	
7	_____	-	_____	
8	_____	-	_____	

Remote Display

Remote #1	_____
Remote #2	_____
Remote #3	_____
Remote #4	_____
Remote #5	_____
Remote __%	_____

Flash avg _____

SHIFTS

1	_____	-	_____
2	_____	-	_____
3	_____	-	_____
4	_____	-	_____

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Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @ _____ SEC	_____	_____	_____

DAYPARTS AND SHIFTS RECORD

DATE: _____

Dayparts

Sun		Mon		Tue		Wed		Thur		Fri		Sat	
start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1 Store opening time		Store opening time											
2													
3													
4													
5													
6													
7													
8	Store closing time		Store closing time										

Shifts

Sun		Mon		Tue		Wed		Thur		Fri		Sat	
start	stop												
1													
2													
3													
4													

NOTES: _____

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SECTION 1 - INTRODUCTION

1-1 General

The Fast Track 2+2/386 2000 Series Timer (herein also referred to as the Timer) helps you operate a drive-thru store more efficiently and profitably by tracking the progress of customer vehicles through the ordering and delivery process. Management and staff can use this information in crucial ways:

- To analyze service time
- To improve productivity
- To set performance goals and incentives
- To measure performance
- To predict staffing requirements based on past experience
- To compare shifts, seasons, and stores

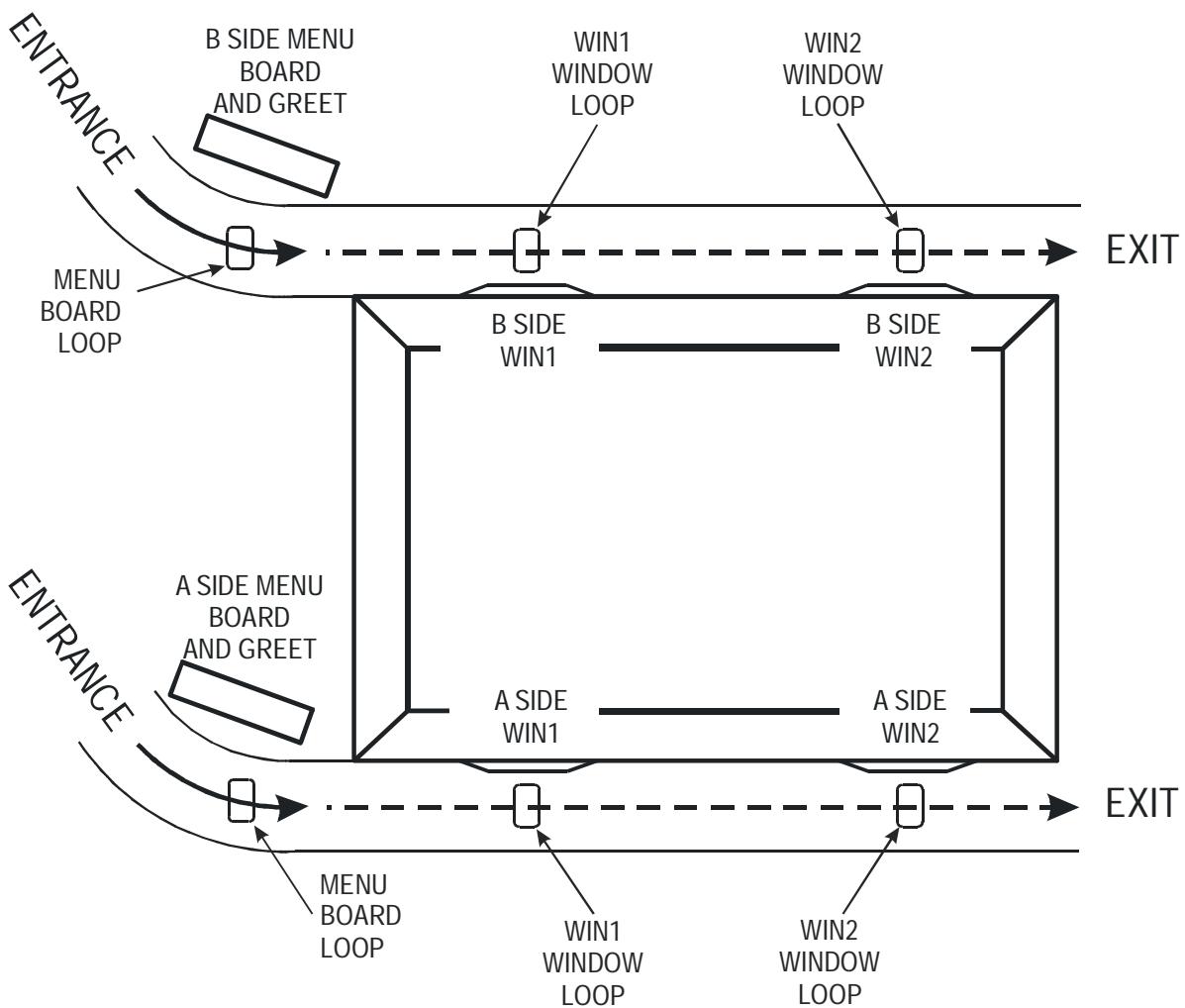
1-2 Elements of a Fast Track 2+2/386 2000 Series Timer

A Timer consists of the following elements:

- A Main Console with:
 - a Liquid Crystal Display (LCD)
 - Status Lights for monitoring eight stations
 - a Thermal Printer
 - a Keypad for controlling system operation
- Up to five large, LED Remote Displays that show time and give performance information by flashing average times during non-active timing. These Displays use a series of audio beeps to indicate satisfaction of performance goals. A sixth LED Two-Color Remote Display is used as a Special Percentage Remote. It displays the percentage of cars that satisfies the A-grade target time on any selected event.
- Sensor data channels that detect vehicles in the drive-thru lanes. (Loops embedded in the drive-thru pavement are a typical kind of vehicle sensor.)
- Communication sensor data channels that detect conversation between employees and customers.

A fully functional system requires a customer-furnished Intercom, Menu Board Loop with Vehicle Detector and the Fast Track 2+2/386 2000 Series Timer. At a minimum, the Timer contains a Main Console and a Remote Display. The Main Console interfaces with the customer-furnished Intercom and Vehicle Detector, Window Loops, and from one to six Remote Displays.

The Timer can work with a single or double lane drive-thru restaurant. A typical fast food restaurant with two drive-thru lanes is pictured below: Side A is the primary drive-thru lane, with the *driver* seated closest to the cashier (WIN1) and service windows (WIN2). Side B is the secondary drive-thru lane, with the car *passenger* closest to the cashier and service windows. Each lane has a communications system (Intercom) and three Loops to detect cars. One Loop is located at the Menu Board, another at WIN1, and a third at WIN2 on both Side A and Side B. The Loops allow the Timer to detect when cars arrive and leave the Loop locations.



1-3 Features

The Fast Track 2+2/386 2000 Series Timer helps you improve and maintain efficiency and profitability with the following features:

- **Automatic operation** that handles most of your routine requirements (For the most part, your job is to replace printer paper and let the Timer do *its job!*)
- Indicator lights that let *you see at a glance exactly where the cars are* in your drive-thru lanes
- Automatic operation that helps *identify drive-thru problems* and then lets you manually correct them
- Data displays and printed reports that give you both *summary and real-time information*, so you and your staff have *instant* performance feedback
- **Automatic printing** at scheduled intervals
- Flexible reporting that allows you to analyze **both current and historical drive-thru data**, so that you can compare past and present performance as well as the effects of product, staff, and policy changes
- Comprehensive reporting to help you determine how *efficiently* your staff serves your customers, the percentage of vehicles meeting your *performance goals and standards*, and the performance of different shifts in relation to one another, as well as help you to predict *staffing needs*.
- Optional Settings allow custom setup (Contact Dealer).
 - Time display can be set to *seconds only* or *minutes and seconds* (default setting).
 - Time display can be set for 12-hour **AM** and **PM** (default setting), or 24-hour **Military** time.
 - Daylight Savings Time can be set **ON** (default setting) or **OFF**.
 - Reporting period can be set for **Monthly** Reports (12 reports per year - default setting) or **4-Week** Reports (13 reports per year).

1-4 Using The Fast Track 2+2/386 2000 Series Timer

You can select, group, and analyze any of the data the Timer collects, with the Timer providing both detail and summary reports showing how vehicles move through your drive-thru. Reports print automatically on a regular schedule.

When the Timer is installed, it is programmed to automatically display data and produce reports based on *your* store's requirements. You view its various types of data on many different display screens, and the system allows you to modify its functions to fit your requirements.

As cars arrive and depart from your drive-thru stations, the Timer adds database event records that include date and time of day information for reporting and comparison. These include:

- Event records when your communications system is used to greet cars
- Status records for events like application of power or entry of a security password
- Exception records for unusual conditions

NOTE: The Timer's memory management should meet your needs. When its memory is full, it deletes the oldest data as required to free space and then continues recording new data. If you have a legitimate reason for discarding all your historical data, select [RESET MEMORY] to display the Clear Memory screen.

You will use only a few of the Timer's many features on a daily basis. A numeric password or Access Code – to protect your configuration from accidental changes – is required to use some of these features.

This manual will show you how to use these powerful tools.

1-5 Using this Manual

This manual will familiarize you with all of the Timer's functions and instruct you how to customize its behavior to meet your special or changing requirements. Simply look in the Table of Contents or Index for the section describing the feature. The manual also gives you step-by-step instructions on how to perform routine operations such as loading paper in the printer, resetting sensors, producing reports on demand, customizing automatic operation, and adjusting to changes in requirements.

You will find the following symbols and characters used throughout this manual:

ARROWS – Press the Up, Down, Left, and Right arrow keys appropriately, usually to move the cursor (a blinking underline character,) to a position on the screen. The position you have moved to is indicated by the cursor.



SQUARE BRACKETS AROUND TEXT (example: [MANUAL REPORTS]) – Use ARROW KEYS to move to the menu option line specified in the brackets.

<ENTER SELECT> – Angle brackets around a key means to press that key to select the option. This notation is used throughout this manual to indicate the actions you should take to get the results you want.



SECTION 2 - OPERATION

2-1 General

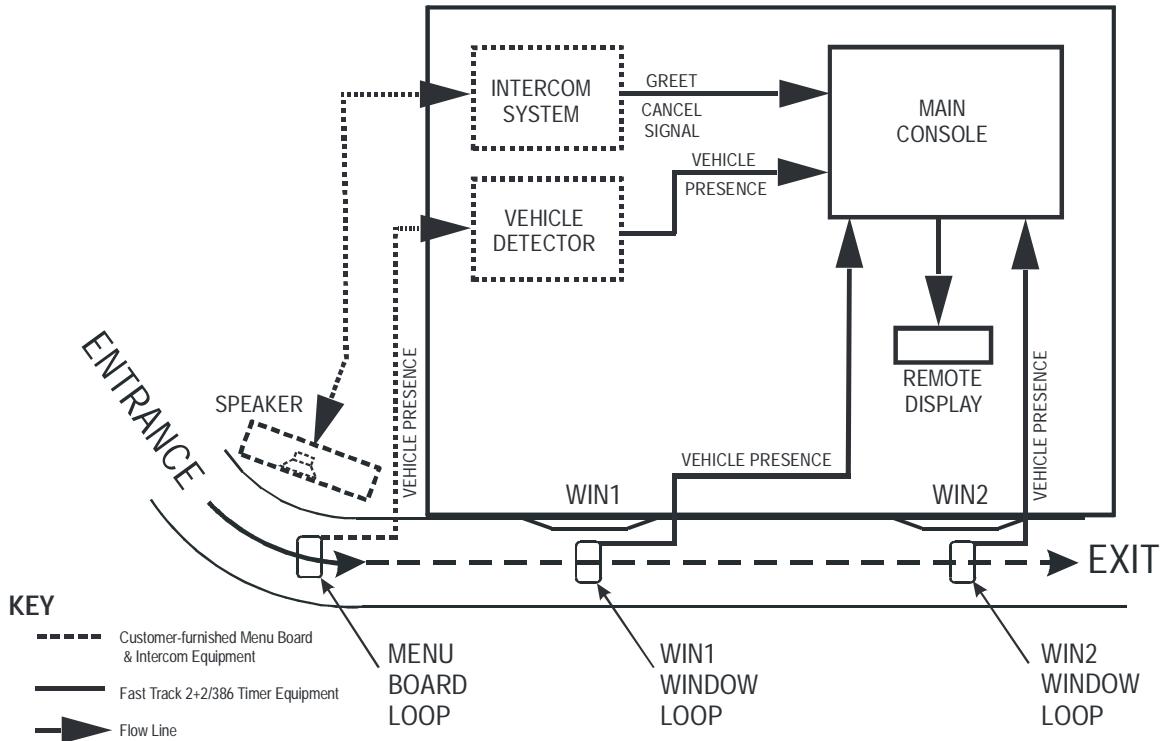
The Fast Track 2+2/386 2000 Series Timer operates automatically with a minimum of operator attention, updating the data on its Activity screen and Remote Displays, and printing regularly scheduled automatic reports.

2-2 Principles of Operation

A fully functional timer requires a customer furnished Intercom, Menu Board Loop with a Vehicle Detector, and the Timer. As a minimum, the Timer must include a Main Console and a Remote Display. The Main Console interfaces with the customer furnished Intercom and Vehicle Detector, Cashier Loop and Pick-Up Loop (Window Loops), a Remote Display, and a power source. Up to six Remote Displays may be connected to the Main Console.

A simple Fast Track 2+2/386 2000 Series Timer (for a single lane drive-thru) is pictured below:

NOTE: Though this example depicts a “typical,” simple system, the Fast Track 2+2/386 can be configured for virtually any other drive-thru restaurant setup.

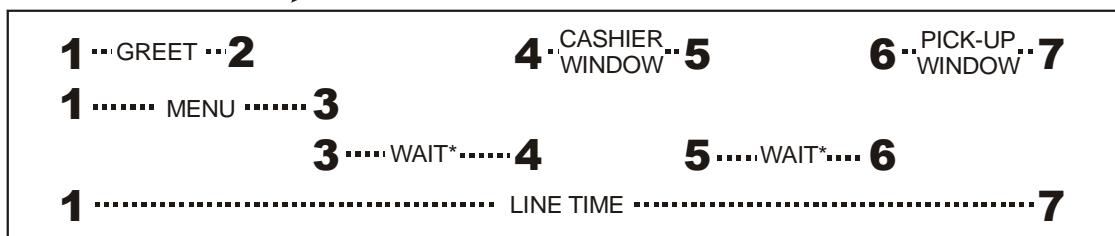


The Main Console's interface with the customer-furnished Intercom and Vehicle Detector allows the Timer to detect a vehicle that has been greeted via Intercom upon arrival at the Menu Board. Window Loops allow the Timer to detect the car's arrival at and departure from the cashier and service window and/or other detection points. For simplicity, the following sequence of events assumes that there are Loops at the Cashier Window and Pick-Up Window:

1. A vehicle arrives at the Menu Board where the Loop detects its presence. A VEHICLE PRESENCE SIGNAL is sent by the Vehicle Detector to the Main Console which starts the timing sequence.
2. An employee keys the Intercom microphone to greet the customer. The employee's voice generates a GREET CANCEL signal that is sent to the Main Console which records the 1-2 time as the GREET time.
3. When the vehicle departs from the Menu Board deactivating the Menu Board Loop, the VEHICLE PRESENCE SIGNAL discontinues. The Main Console interprets the 1-3 time as the MENU time.
4. When the vehicle arrives at the Cashier Loop, a VEHICLE PRESENCE SIGNAL is sent to the Main Console. The Main Console interprets the 3-4 time as WAIT time.
5. When the vehicle departs from the cashier's window deactivating the Cashier Loop the VEHICLE PRESENCE SIGNAL discontinues. The Main Console interprets the 4-5 time as the Cashier time.
6. When the vehicle arrives at the Pick-Up Loop, a VEHICLE PRESENCE SIGNAL is sent to the Main Console. The Main Console interprets the 5-6 time as WAIT time.
7. When the vehicle departs from the pick-up window, deactivating the Pick-Up Loop, the VEHICLE PRESENCE SIGNAL discontinues. The Main Console interprets the 6-7 time as Pick-Up time. Additionally the Main Console interprets the 1-7 time as this customer's total Line Time.

EVENT 1	Arrival of vehicle at Menu Board Loop	Generates VEHICLE PRESENCE signal
EVENT 2	Employee keys microphone to greet customer	Generates GREET CANCEL signal
EVENT 3	Vehicle departs from Menu Board Loop	Discontinues VEHICLE PRESENCE signal
EVENT 4	Vehicle arrives at Cashier Loop	Generates VEHICLE PRESENCE signal
EVENT 5	Vehicle departs from Cashier Loop	Discontinues VEHICLE PRESENCE signal
EVENT 6	Vehicle arrives at Pick-Up Loop	Generates VEHICLE PRESENCE signal
EVENT 7	Vehicle departs from Pick-Up Loop	Discontinues VEHICLE PRESENCE signal

Elapsed Time ➤



*NOTE: Full Line Time includes the wait time between 3 - 4 and 5 - 6

2-2.1 Multiple Vehicles

The Timer is capable of keeping track of up to 16 vehicles moving simultaneously through each drive-thru lane. The Timer can track the progress of each vehicle independently, accurately noting when each car moves onto or off a vehicle detection zone.

2-3 Electrical Power

The Timer's electrical power, supplied by an external transformer, is always left on. The transformer is connected by a power cord to a 110 VAC power outlet.

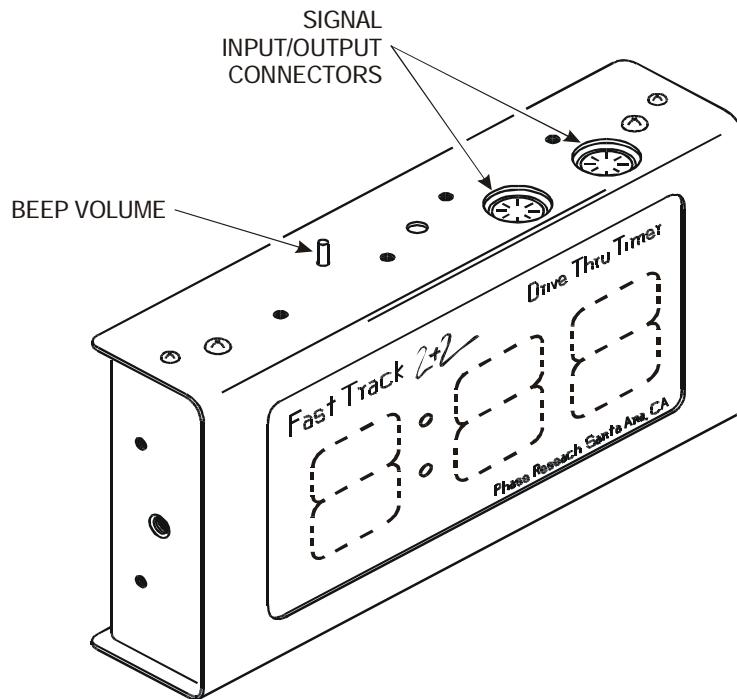
*WHEN POWER RETURNS AFTER ANY INTERRUPTION,
THE FAST TRACK 2+2/386 2000 SERIES TIMER TESTS ITSELF, ITS THERMAL PRINTER,
AND ANY ATTACHED REMOTE DISPLAYS.*

When power is applied, the Remote Display(s) powers on and shows its numerical address. The Remote Display(s) then shows digits counting down from 9 to 0 and beeps during the process, allowing you to verify that the Display(s) is working properly. Each Remote Display then resumes displaying the elapsed times and average times for its assigned event.

The printer prints reports for the power reset and is then available again for reporting. The Timer next displays the Activity screen and begins acquiring data, producing scheduled reports automatically at the appointed times.

2-4 Remote Displays

The Remote Displays are 5-by-9 inch modules with three illuminated digits visible on both sides. The Displays show minutes and seconds to document the time each car spends during key steps in the ordering and sales process. (When no cars are in the drive-thru, the Displays show the average vehicle times during the shift or other appropriate time period.)



One to Five Remote Displays May be Programmed to:

- Show the elapsed time for a selected event in progress. See “Set Remote Display Options” on page 13-20.
- Show the average event time for a selected time period (indicated by flashing mode). See “Set Remote Display Options” on page 13-20.
- Show the same information on more than one Display (example: one Remote for your cashier and customers, and another for your cooks). See “Set Remote Display Options” on page 13-20.
- Communicate information through audible beeps (example: a car arrives at a station). The beep volume can be adjusted up or down as desired. See “Set Targets” on page 13-14.

The Sixth Remote Display is a Two-Color Special Percentage Remote that may be Programmed to:

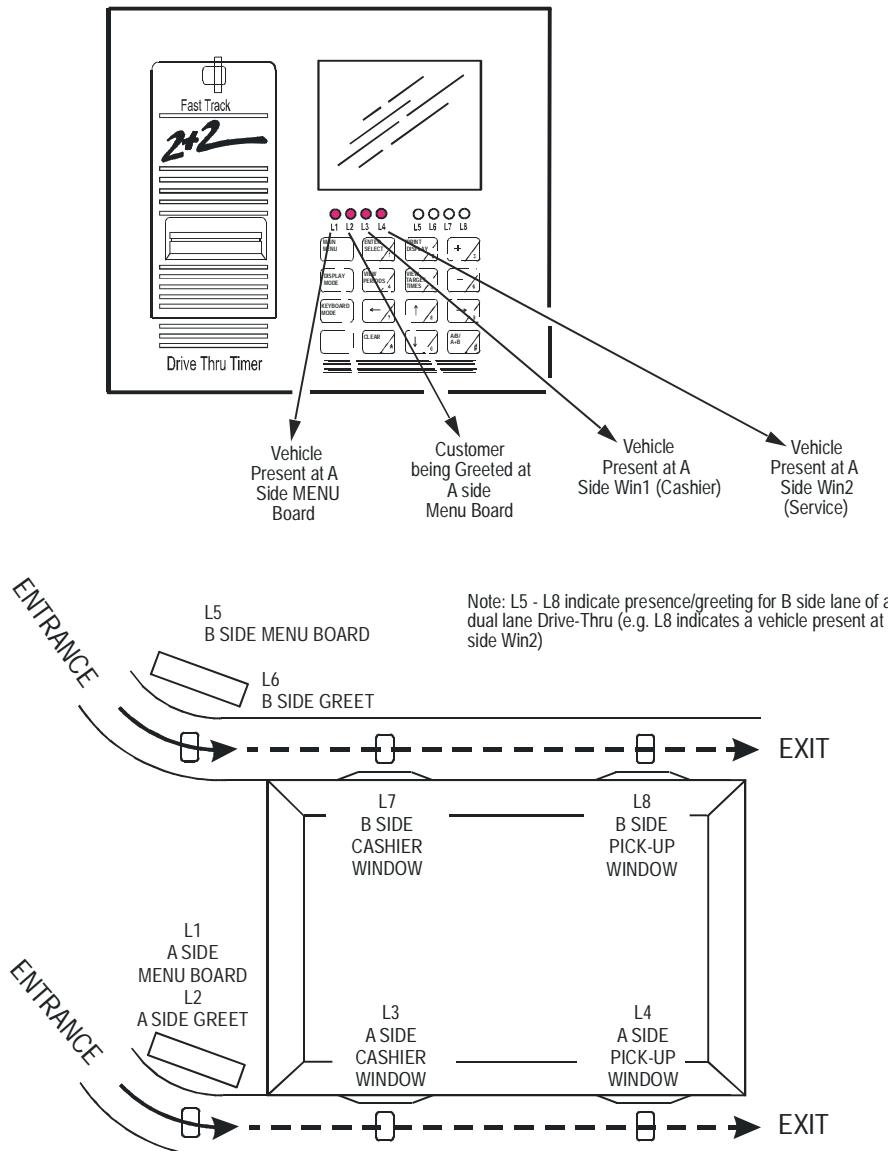
- Show the percentage of cars that satisfy the A-grade target time on any selected event. See “Set Remote Display Options” on page 13-20.

2-5 LED Status Lights

The eight LED Status Lights on the Main Console show how customers are moving through your drive-thru system. Labeled L1 through L8, these lights are activated when their corresponding stations are active or occupied.

The pattern of the L1...L8 indicator lights on the Console lets you see at a glance where the cars are in your drive-thru lanes. They also help you make sure that the Timer and its sensors are working together properly.

Below is an example of what the LED Status Lights might indicate in a store with two drive-thru lanes ("A" and "B") and four monitored stations in each lane.



2-6 Keypad

The Keypad is your entry to the Timer's many features and options, allowing you to access the Timer's numerous screens and customize its reports and features.

The keys and their basic functions are described below:



Returns to the previous screen. Repeatedly pressing this key returns to the Activity screen.



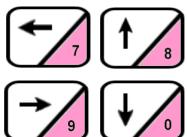
Selects a menu option. Also used to move to the next screen in a sequence and for confirming selections.



Prints a copy of the display screen.



Clears settings during programming. Also used to stop printing process, as well as advancing the printer tape by one line.



Move the cursor. The cursor is a blinking underline option for data entry fields.



Used for changing settings on the Timer's screens.



Displays the dayparts and shifts settings.



Displays one event showing the percentage of service times meeting performance goals.



Toggles displays to show data from different drive-thru lanes.



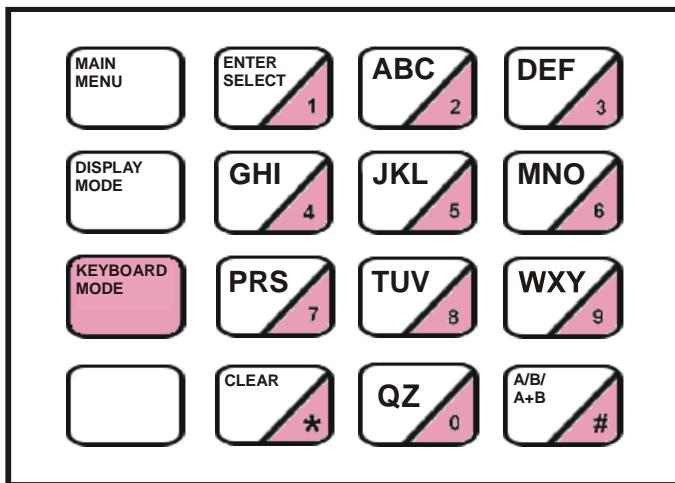
Used for screens requiring alphanumeric data entry. Moves cursor in <Keyboard Mode>.



Returns keyboard to standard behavior.

*EACH KEY PERFORMS SPECIAL FUNCTIONS DEPENDING ON THE SCREEN DISPLAYED.
NOT ALL KEYS ARE ACTIVE WITH ALL SCREENS.*

Pressing <KEYBOARD MODE> makes the keys with pink triangles act as a telephone-style Keypad, allowing you to enter characters and digits. Press the appropriate key from 0 through 9 one or more times to select the character you want to enter. Repeatedly pressing the keys cycles through four alphanumeric characters, including the number in the pink triangle. For example, the “2” key can be used to cycle through the characters “ABC2” (see below). After cycling to the desired character, press <KEYBOARD MODE> to move to the next typing position to the right. If you need to move left, up, or down on the screen, use the arrow keys after pressing <DISPLAY MODE>.



**NOTE: LETTER DESIGNATIONS ARE FOR REFERENCE ONLY.
LETTERS DO NOT APPEAR ON KEYS.**

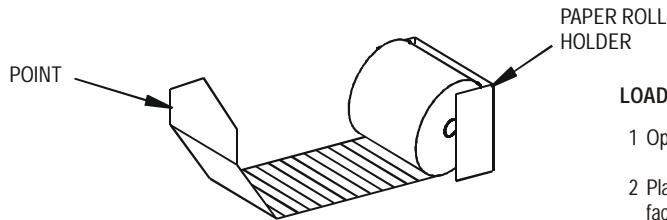
2-7 Thermal Printer

The Thermal Printer prints reports and logs significant events that occur during the Timer's operation, both automatically as scheduled and manually as desired.

The printer uses special thermal paper tape, designed to print only on the side facing out on the roll. The serrated edge of the paper exit slot helps you to neatly tear off reports.

When the paper tape's edges begin to turn pink, it is time to load a new roll. To do so:

IMPORTANT: OPERATOR-CAUSED DAMAGE TO THE PRINTER OR MISUSE WILL VOID THE WARRANTY. TAKE CARE WHEN REMOVING PAPER JAMS, LOADING PAPER, ETC., TO FOLLOW ALL DIRECTIONS (BELOW) TO AVOID MISUSE OR OTHERWISE HARM THE PRINTER.



LOADING PROCEDURE:

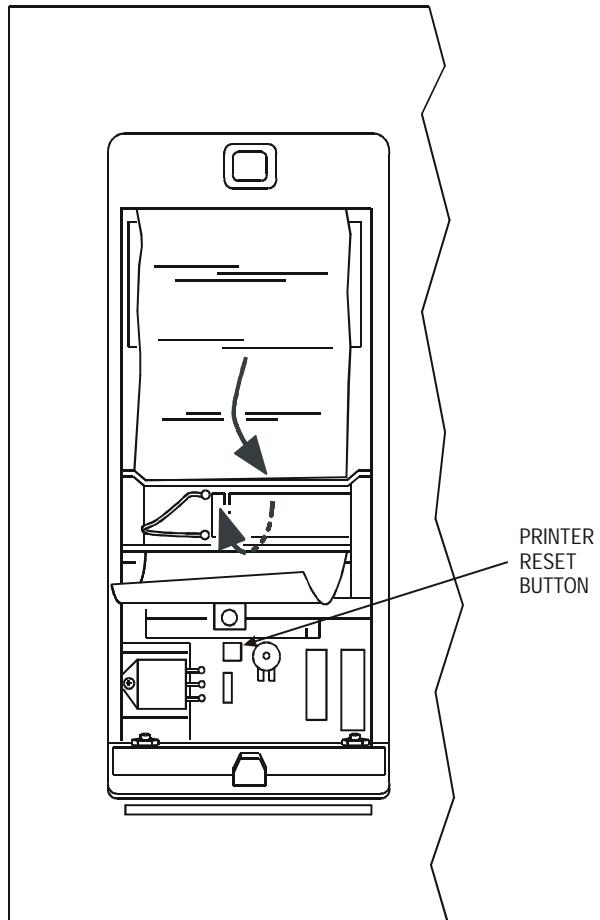
- 1 Open printer door.
- 2 Place roll in holder so that printed instructions face you upside down.
- 3 Cut paper so that it comes to a point as shown.
CUT PAPER - DO NOT FOLD
- 4 Insert point of paper into top of printer until point comes through front.
- 5 Carefully pull point of paper directly toward top of unit until about 6 inches is fed through.
- 6 Feed paper completely through printer door and close and secure door.

IF PAPER JAMS:

- 1 Carefully cut paper where it enters printer.
- 2 Taking care not to put stress on printer parts, pull remaining paper from front of printer. Pull toward top of unit.
DO NOT USE ANY DEVICE (SCISSORS, SCREWDRIVER, POINTED OBJECT) TO REMOVE PAPER.
- 3 Reset printer by pressing the PRINTER RESET BUTTON. Printhead will cycle back and forth.
- 4 Repeat the loading procedure.

TO RESET PRINTER:

- 1 The printer has a safety shutoff feature to protect the printer from heat damage.
- Reset printer by pressing the PRINTER RESET BUTTON. Printhead will cycle back and forth.



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SECTION 3 - SCREENS

3-1 General

This section describes the Fast Track 2+2/386 2000 Series Timer's screens: how you can display them and use the Keypad to customize the Timer, as well as analyze the data it collects and stores. Once you learn how to use a few of the screens, it will be easy for you to use all the others.

THE MENU SCREEN – YOUR GATEWAY TO THE FAST TRACK 2+2/386 2000 SERIES TIMER'S POWERFUL CUSTOMIZATION AND REPORTING FEATURES

When the Timer was installed, it was configured to display the Activity screen and operate automatically, producing the displays and automatic reports that your installer programmed. But you can also use the Keypad to access the Menu screen and many other screens from the Activity screen.

Each Fast Track 2+2/386 2000 Series Timer screen is briefly summarized below:

- ACTIVITY SCREEN* “Home Base” for the Timer’s operation
- VIEW PERIODS* Shows current daypart and shift settings
- VIEW TARGET TIMES* Use to view goals and employee performance
- MENU* “Gateway” to the Timer’s powerful features
- REMOVE CAR* Use to manually clear event timers for a car that has left drive-thru
- RESET LOOP* Use to manually reset Loops
- PRINT HEADER* Prints headings or titles on printer reports
- MANUAL REPORTS* Entry to the manual or customized reporting system
- SET PARAMETERS* Use to customize the Timer to adapt to changing needs
- DIAGNOSTICS* Use to view the number of events and Pullouts
- RESET MEMORY* Erases all historical event data

Each screen is described in much greater detail in the following sections, with step-by-step instructions on how to access and use each screen.

As you follow the instructions to display these screens, keep in mind that:

- The starting point is the Activity screen (See “Activity” on page 4-1).
- Some screens and actions require a password.
- Some screens are accessed from menu screens, from which you select an option that takes you to another screen.

NOTE: In addition, the screens on the following pages are based on a standard default. Your screens may vary somewhat depending on your particular configuration.

SECTION 4 - ACTIVITY SCREEN

4-1 Activity

The Activity screen is your “Home Base” for system operation.

1 1 : 0 0 A M	M O N	F E B	2 3
D Y P T 1 0 : 3 0 A M	-	2 : 0 0 P M	
S H F T 6 : 0 0 A M	-	4 : 0 0 P M	
A S I D E	N O W	A V G	
M E N U	: 0 4	: 3 3	
G R E E T	: 0 4	: 0 5	
W I N 1	: 1 5	: 2 2	
W I N 2	: 2 8	: 3 9	
L I N E	1 : 3 3	1 : 4 5	
D A I L Y			
C A R S I N L A N E	=	4	
T O T A L C A R S	=	1 5 0	
P U L L O U T S	=	1	

IMPORTANT: YOUR SCREENS MAY VARY SOMEWHAT DEPENDING ON YOUR PARTICULAR CONFIGURATION.

1. Press  one or more times to open Activity screen, OR Activity screen is automatically displayed after a period of keyboard inactivity.

(You may have passed through more than one screen to reach a particular Fast Track 2+2/386 2000 Series Timer screen. Each time you press <MAIN MENU>, the Timer moves one step back in this screen sequence, finally arriving at the Activity screen.)

The Activity screen contains the following summary of your drive-thru operation. It is updated in real time as cars move through your facility:

- Time, day, and date
- The current daypart (DYPT)
- The current shift (SHFT)
- The drive-thru lane being viewed (A SIDE or B SIDE)

- An event list with current car times and average car times
- The time period for averages and totals
- Number of cars now in the selected drive-thru lane (CARS IN LANE)
- Total number of cars passing through the selected lane during the time period
- Total number of Pullouts from the selected lane during the time period

Use the Keypad to access other data screens and the Menu. The function of the individual keys depends on the particular screen displayed and the configuration options selected at the time:

Press  **MAIN MENU** to access the Menu screen (from here you can toggle between the Menu screen and the Activity screen). Also, use the Menu screen to return to the screen displayed immediately before the current screen.

Press  **A/B/
A+B** # to switch the screen view between “A SIDE” and “B SIDE” data.

Press  **VIEW
PERIODS** 4 to view the daypart settings and shift settings.

Press  **VIEW
TARGET
TIMES** 5 to view target settings and compare actual performance to target goals.

Press  **PRINT
DISPLAY** 2 to print the current screen display. This is applicable to all screens.

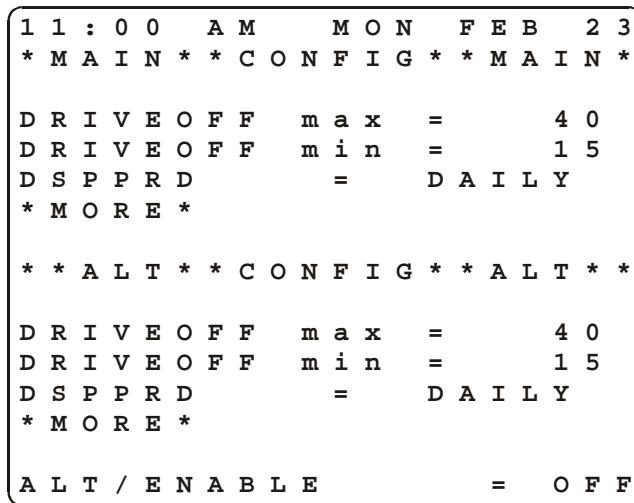
After using the Keypad to access the Timer’s many other features and options, you can return to the Activity screen and resume automatic operation.

SECTION 5 - VIEW CONFIGURATION SCREEN

5-1 View Configuration Screens

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press  to open Menu screen.
2. Press  to move cursor to [DRIVE-THRU CONFIG].
3. Press  to view the Main and Alternate Configurations.



1 1 : 0 0 A M M O N F E B 2 3
* M A I N * * C O N F I G * * M A I N *

D R I V E O F F m a x = 4 0
D R I V E O F F m i n = 1 5
D S P P R D = D A I L Y
* M O R E *

* * A L T * * C O N F I G * * A L T * *

D R I V E O F F m a x = 4 0
D R I V E O F F m i n = 1 5
D S P P R D = D A I L Y
* M O R E *

A L T / E N A B L E = O F F

NOTE: Not all Timers use the Alternate Configuration feature. By default, Alternate Configuration is not configured for use. You will be able to view the Alternate Configuration, but you must contact a technician or **Phase Research** customer service specialist to use it.

4. Press   to scroll through the Configuration screens.

NOTE: The Alternate Configuration feature is used only when your drive-thru operation changes during the day. For example, if your store includes two windows, one of which is used only when busy, there is no reason to time that window when it is not in use. Therefore, Alt Config allows you to disable the unused window. This helps to keep information consistent with your changing drive-thru operation. This feature can also be used in *other* scenarios. To use Alt Config, contact your local technician or call **Phase Research** customer service.

SECTION 6 - VIEW PERIODS SCREEN

6-1 View Periods

This is a view-only screen that shows the current daypart and shift settings. The actual programming is set on another screen (see “PARAMETERS PROGRAMMING” on page 13-1).

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press  4.

1 1 : 0 0 A M	M O N	F E B	2 3
D A Y P A R T S			
1 = 6 : 0 0 A M -	1 0 : 3 0 A M		
2 = 1 0 : 3 0 A M -	1 : 0 0 P M		
3 = 1 : 0 0 P M -	4 : 3 0 P M		
4 = 4 : 3 0 P M -	8 : 0 0 P M		
5 = 8 : 0 0 P M -	1 2 : 0 0 A M		
6			
7			
8			
S H I F T S			
1 = 6 : 0 0 A M -	4 : 0 0 P M		
2 = 4 : 0 0 P M -	1 2 : 0 0 A M		
3			
4			

Reminder: Press  to return to the Activity screen.

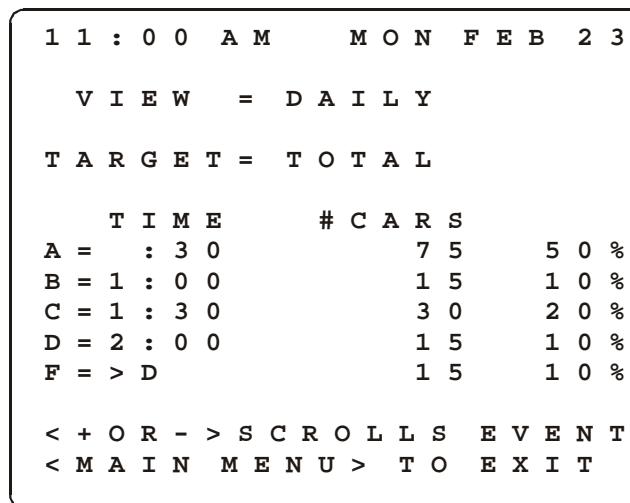
SECTION 7 - VIEW TARGET TIMES SCREEN

7-1 View Target Times

This screen shows the grading criteria and grades achieved for different target events.

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press  5. You are now in the View Target Times screen.



2. Press  3 or  6 to scroll through the available target events (as displayed on the field beginning, TARGET=) to see how your drive-thru lanes and their stations are performing.

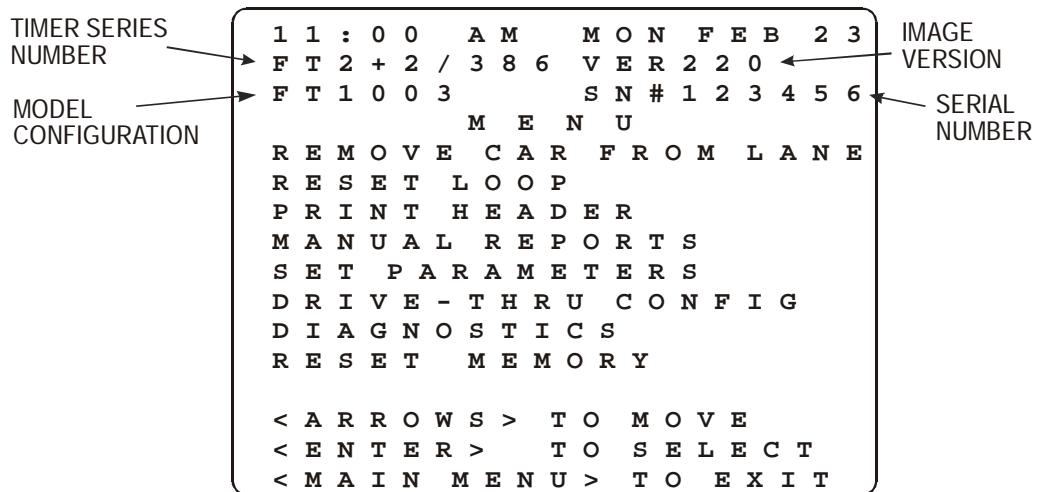
Reminder: Press  to return to the Activity screen.

This is a view-only display, showing data recorded only up to the time the screen was entered. The actual criteria used to grade the target events are set on another screen. (See Section 13-1.6 on page 13-14.)

SECTION 8 - MENU SCREEN

8-1 Menu

The Menu screen displays information about your Fast Track 2+2/386 system, including menu options and instructions for accessing features.



IMPORTANT: YOUR SCREENS MAY VARY SOMEWHAT DEPENDING ON YOUR PARTICULAR CONFIGURATION.

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press .

A blinking underline (cursor) shows the currently selected menu line.

The available menu option lines as listed below are described in more detail in the sections noted:

- [REMOVE CAR FROM LANE] Section 9
- [RESET LOOP] Section 10
- [PRINT HEADER] Section 11
- [MANUAL REPORTS] Section 12
- [SET PARAMETERS] Section 13
- [DIAGNOSTICS] Section 14
- [RESET MEMORY] Section 15

SECTION 9 - REMOVE CAR

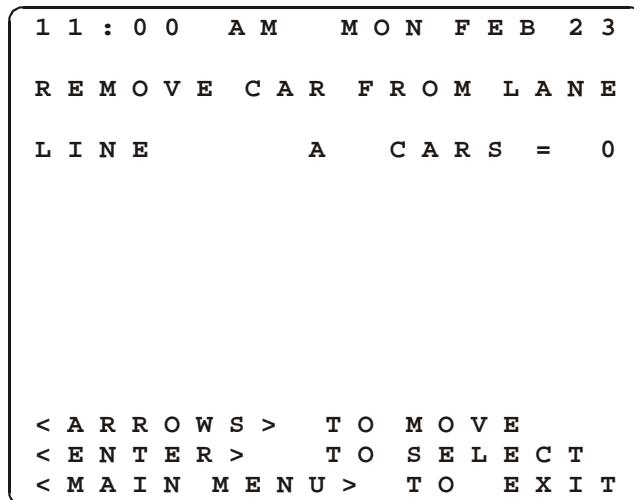
9-1 Remove Car

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Remove Car screen lets you manually synchronize the Fast Track 2+2/386 2000 Series Timer. You will rarely need this option, however, as the Timer normally synchronizes itself.

From MENU Screen (see “MENU SCREEN” on page 8-1). The cursor is on [Remove Car From Lane] :

1. Press . You are prompted to enter an Access Code.
2. Enter your six-digit Access Code. You are now in the Remove Car screen.



3. Press to move to the station you want to adjust.
4. Press . The car count is now decreased by one (to the right of the = sign).

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SECTION 10 - RESET LOOP

10-1 Reset Loop

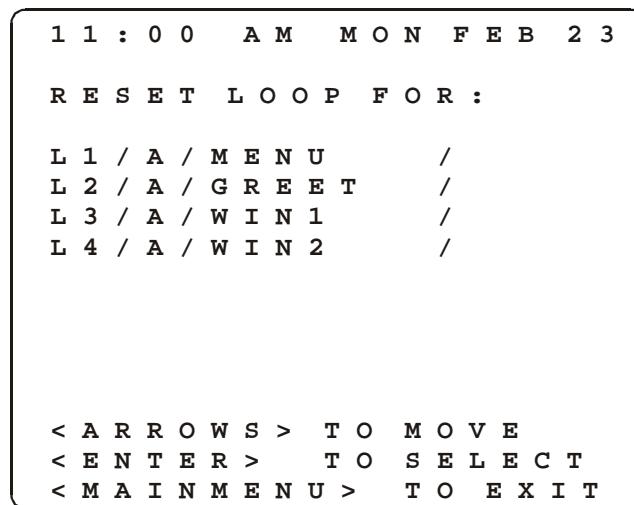
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

This screen lets you manually reset an internal Fast Track 2+2/386 2000 Series Timer Loop Detector that failed to reset when the last car left. This action should rarely be required.

NOTE: Reset Loop feature should only be used when an L light is on and there is no car on a particular detection point. Example: L4 is on, the Timer is running, but no cars are in the drive-thru lane(s). Generally, L1 and L2 – when used for Menu and Greet – cannot be reset from the Fast Track Timer.

From MENU Screen (see “MENU SCREEN” on page 8-1):

1. Press  to move cursor to [RESET LOOP].
2. Press . You are prompted to enter an Access Code.
3. Enter your six-digit Access Code. You are now in the Reset Loop screen.



4. Press  to move to the station you want to adjust.
5. Press  to reset the selected loop and turn off its loop light on the Main Console.
(Only Loop Detectors internal to the Timer can be reset.)

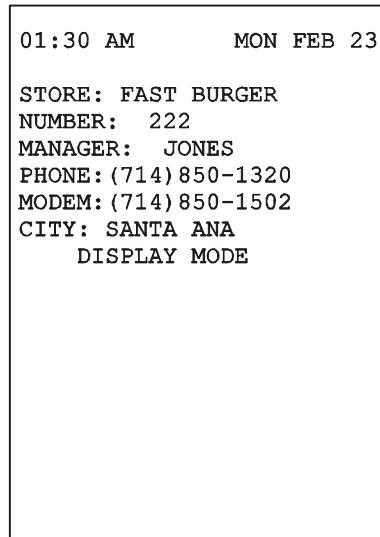
SECTION 11 - PRINT HEADER SCREEN

11-1 Print Store Header

The [PRINT HEADER] function enables your Fast Track 2+2/386 2000 Series Timer to print the Store Header information. (The Menu will remain displayed during printing.)

From MENU Screen (see “MENU SCREEN” on page 8-1):

1. Press  to move cursor down to [PRINT HEADER].
2. Press . The printer now generates a Store Header (see example following).



Customize the Print Header format above with your particular store’s Header information using the [MAIN MENU][SET PARAMETERS][HEADING] screen (see “Store Heading” on page 13-8). The Print Header report is useful for labeling a report tape in a multiple store operation, distinguishing it from reports produced at other stores.

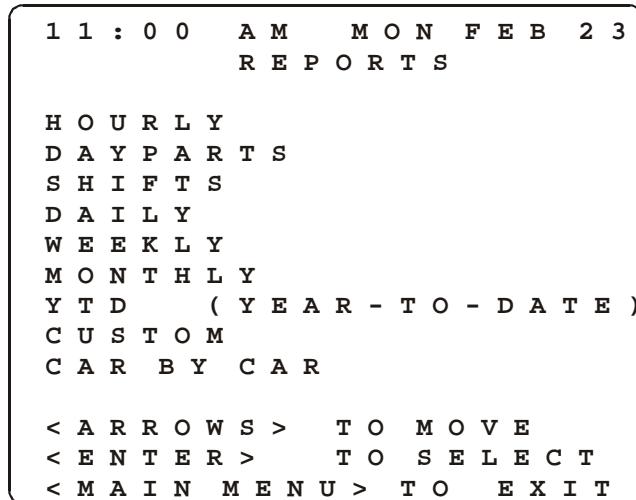
SECTION 12 - MANUAL REPORTS

12-1 Manual Reports

The Manual Reports screen is your entry to the manual reporting system. It allows you to request a report based on a selected portion of the historical data gathered by the Fast Track 2+2/386 2000 Series Timer.

From MENU Screen:

1. Press  to move cursor to [MANUAL REPORTS].
2. Press  1. You are now in the Manual Reports screen.



3. Press  to move to the desired report type.
4. Press  1 to view the desired report. The following pages of this section provide instructions to set up, view and/or print the various individual Manual Reports listed on the main screen above.

NOTE: A Manual Report can provide the answer to almost any kind of question you might ask about your data. Use a Manual Report to see how your store is meeting performance standards, to compare shifts or time periods, and for many other useful purposes. Defining and producing a Manual Report is easy and becomes very natural with some practice. The information the Timer needs to produce reports is entered using a short sequence of one, two, or three screens.

Produce Manual Reports on your Main Console display screen or on the Thermal Printer. You can also generate a screen report and then use the <PRINT DISPLAY> key to print a copy of the screen. (If you should need to stop printing of a report or series of reports, press the <CLEAR> key.)

The various types of report screens that you can select follow:

12-1.1 Daily, Weekly, and Monthly Reports

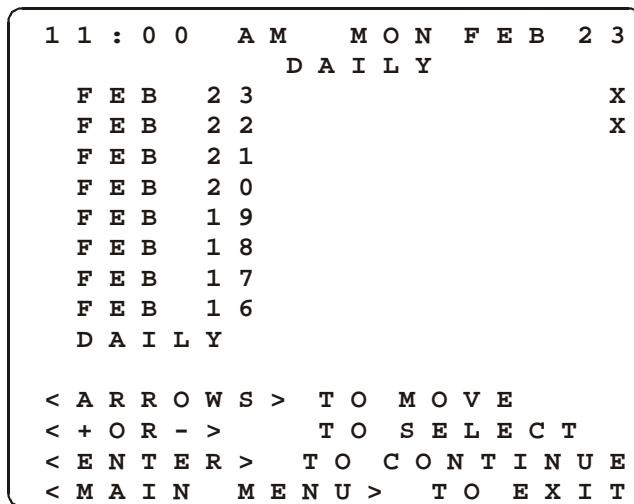
These screens let you set reporting for one or more daily, weekly, or monthly time periods.

The Daily, Weekly, and Monthly screens are very similar except for the time period differences. You can select the current period and/or one or more of the seven most recent periods. Alternatively, you can select every period within a range of dates that you specify. This lets you access all of the historical data stored in the Timer. In either case, individual reports will be produced for each specified period. If your report includes multiple time periods, one report will be produced for each period. The screen rows correspond to time periods for which data will be reported. You select reporting for one of these periods by using <ARROWS> to move to the corresponding row and then using the <+> or <-> key to toggle reporting for the period on or off.

12-1.1.1 Daily Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

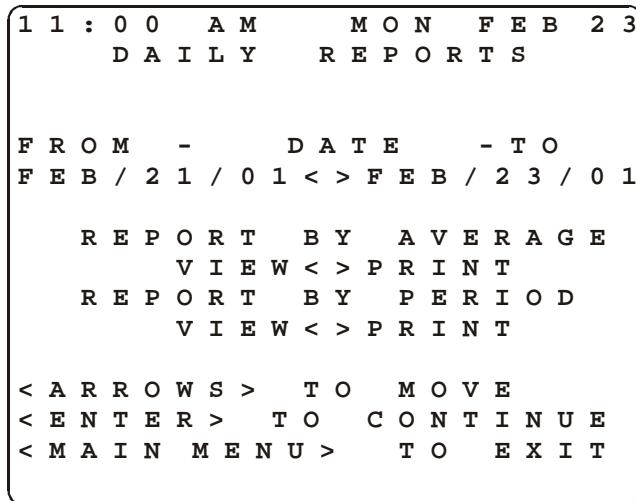
1. Press  to move cursor to [DAILY].
2. Press . You are now in the Daily Reports screen.
3. Press  to move cursor to the desired day(s).
4. Press  to select or  to deselect a specific day (you may select one or more days). An X appears to the right of each row selected for reporting.



NOTE: If you select [DAILY] instead of a specific day (or days), any individual days you may have also selected will be deselected automatically.

5. Press  when selection is complete. You are now in the Report Format selection screen.

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Daily Reports will be produced.



NOTE: If you have selected individual periods, the FROM and TO dates are fixed based on the earliest and latest periods you chose.

6. Press to move the cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
7. Press to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
8. Press to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

9. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
 10. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.
(If you then need a printed copy of the grading report, press  - 11. Press  to scroll through reports that have too many lines to fit on the screen.
 - 12. Press   to cycle through individual period reports when viewing reports for more than one period.

12-1.1.2 Weekly Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  to move cursor to [WEEKLY].
2. Press . You are now in the Weekly Reports screen.
3. Press  to move cursor to the desired week(s).
4. Press  to select or  to deselect a specific week (you may select one or more weeks). An X appears to the right of each row selected for reporting.

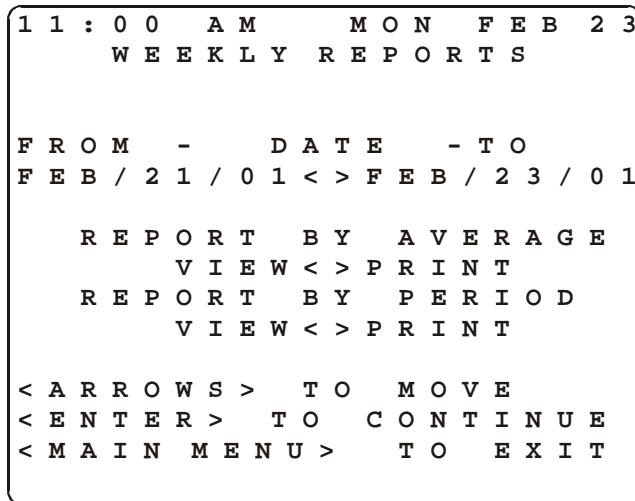
NOTE: If you select [WEEKLY] instead of a specific week (or weeks), any individual weeks you may have also selected will be deselected automatically.

1 1 : 0 0	A M	M O N	F E B	2 3
W E E K L Y				
F E B	2 1			X
F E B	1 4			X
F E B	7			
J A N	3 1			
J A N	2 4			
J A N	1 7			
J A N	1 0			
J A N	3			
W E E K L Y				
< A R R O W S >		T O	M O V E	
< + O R - >		T O	S E L E C T	
< E N T E R >		T O	C O N T I N U E	
< M A I N M E N U >		T O	E X I T	

NOTE: The days shown on the screen are the first days of the most current seven business weeks as programmed in Set Parameters for a specific Timer.

5. Press  when selection is complete. You are now in the Report Format selection screen.

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Weekly Reports will be produced.



NOTE: If you have selected individual periods, the FROM and TO dates are fixed based on the earliest and latest periods you chose.

6. Press to move the cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
7. Press to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
8. Press to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Weekly Report for which you have selected three particular weeks will produce a single report combining and averaging the data for the three weekly time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

9. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
10. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.
(If you then need a printed copy of the grading report, press .
11. Press  to scroll through reports that have too many lines to fit on the screen.
12. Press   to cycle through individual period reports when viewing reports for more than one period.

12-1.1.3 Monthly Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

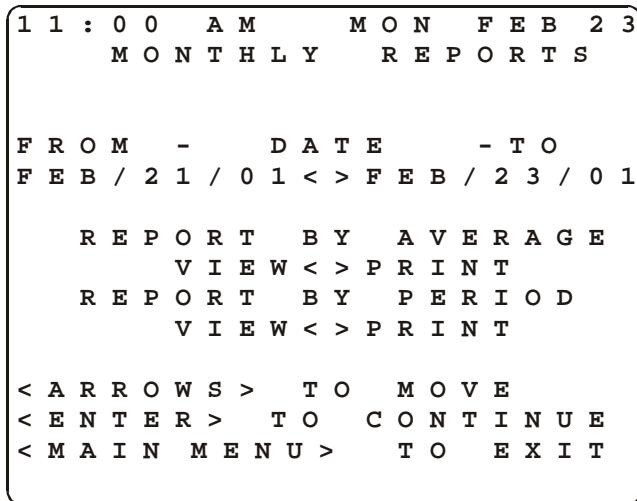
1. Press  to move cursor to [MONTHLY].
2. Press . You are now in the Monthly Reports screen.
3. Press  to move cursor to the desired month(s).
4. Press  to select or  to deselect a specific month (you may select one or more months). An X appears to the right of each row selected for reporting.

NOTE: If you select [MONTHLY] instead of a specific month (or months), any individual months you may have also selected will be deselected automatically.

1 1 : 0 0	A M	M O N	F E B	2 3
M O N T H L Y				
F E B	2 0 0 1			X
J A N	2 0 0 1			X
D E C	2 0 0 0			
N O V	2 0 0 0			
O C T	2 0 0 0			
S E P	2 0 0 0			
A U G	2 0 0 0			
J U L	2 0 0 0			
M O N T H L Y				
< A R R O W S > T O M O V E				
< + O R - > T O S E L E C T				
< E N T E R > T O C O N T I N U E				
< M A I N M E N U > T O E X I T				

5. Press  when selection is complete. You are now in the Report Format selection screen.

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Monthly Reports will be produced.



NOTE: If you have selected individual periods, the FROM and TO dates are fixed based on the earliest and latest periods you chose.

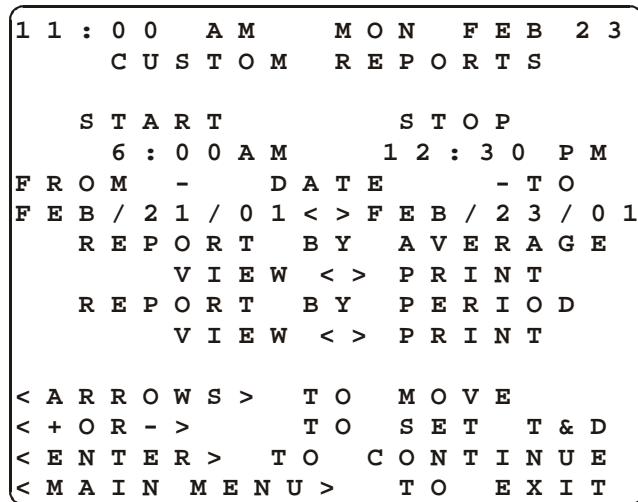
6. Press to move the cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
7. Press to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
8. Press to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Monthly Report for which you have selected three particular months will produce a single report combining and averaging the data for the three monthly time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

9. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
 10. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.
(If you then need a printed copy of the grading report, press  - 11. Press  to scroll through reports that have too many lines to fit on the screen.
 - 12. Press   to cycle through individual period reports when viewing reports for more than one period.

12-1.2 Hourly and Custom Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  to move cursor to [CUSTOM] or leave cursor on [HOURLY].
2. Press . You are now in either the Custom (displayed below) or Hourly Reports screen. (The Hourly Reports screen is identical except for the heading that reads, “HOURLY REPORTS” rather than “CUSTOM REPORTS.”)



3. Press     to move the cursor to the START and STOP fields, to the time(s) requiring adjustment. The Timer knows the time range associated with your data and protects you from requesting reports outside this range.
4. Press   to set the time. The time moves in one-hour increments for Hourly Reports and 15-minute increments for Custom Reports.
5. Press   to move the cursor to the dates on the FROM and TO fields.

6. Press  to set the dates.
7. Press  to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.
8. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
9. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.
(If you then need a printed copy of the grading report, press  to scroll through reports that have too many lines to fit on the screen.
11. Press  to cycle through individual period reports when viewing reports for more than one period.

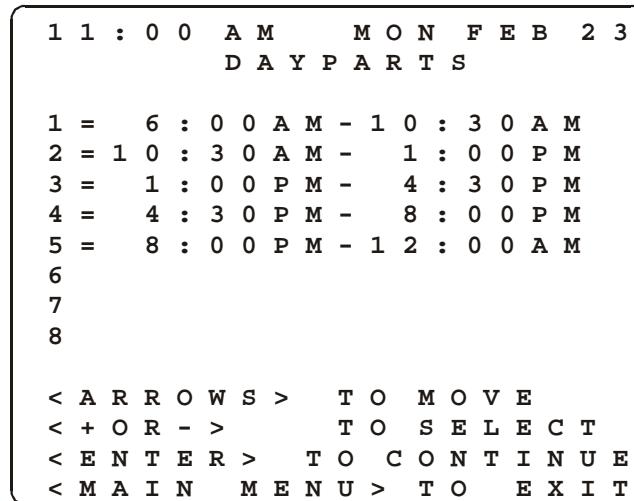
12-1.3 Daypart and Shift Reports

The Daypart and Shift Report screens let you set reporting for one or more dayparts or shifts.

12-1.3.1 Daypart Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  0 to move cursor to [DAYPARTS].
2. Press  1. You are now in the Dayparts screen.



3. Press  0 to move cursor to the desired daypart row(s).
4. Press  3 to select or  6 to deselect a specific daypart (you may select one or more dayparts). An X appears to the right of each row selected for reporting.
5. Press  1 when selection is complete. You are now in the Report Format selection screen.

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Daypart Reports will be produced.

```

1 1 : 0 0   A M      M O N   F E B   2 3
      D A Y P A R T S   R E P O R T S
S E L E C T E D : 1 2 3 4 5 6 7

F R O M   -   D A T E   -   T O
F E B / 2 1 / 0 1 < > F E B / 2 3 / 0 1

R E P O R T   B Y   A V E R A G E
V I E W < > P R I N T
R E P O R T   B Y   P E R I O D
V I E W < > P R I N T

< A R R O W S >   T O   M O V E
< + O R - >   T O   S E T   D A T E
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T

```

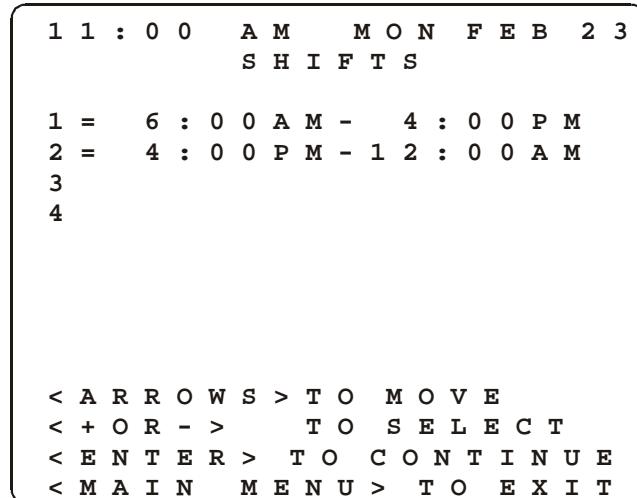
6. Press     to move the cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
7. Press   to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
8. Press   to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daypart Report for which you have selected three particular dayparts will produce a single report combining and averaging the data for the three daypart time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

9. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
10. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.
(If you then need a printed copy of the grading report, press 
11. Press  to scroll through reports that have too many lines to fit on the screen.
12. Press   to cycle through individual period reports when viewing reports for more than one period.

12-1.3.2 Shift Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  to move cursor to [SHIFTS].
2. Press . You are now in the Shifts screen.



3. Press  to move cursor to the desired shift row(s).
4. Press  to select or  to deselect a specific shift (you may select one or more shifts). An X appears to the right of each row selected for reporting.
5. Press  when selection is complete. You are now in the Report Format selection screen.

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Shift Reports will be produced.

1 1 : 0 0	A M	M O N	F E B	2 3
S H I F T		R E P O R T S		
S E L E C T E D : 1 2 3				
F R O M - D A T E - T O				
F E B / 2 1 / 0 1 < > F E B / 2 3 / 0 1				
R E P O R T B Y A V E R A G E				
V I E W < > P R I N T				
R E P O R T B Y P E R I O D				
V I E W < > P R I N T				
< A R R O W S > T O M O V E				
< + O R - > T O S E T D A T E				
< E N T E R > T O C O N T I N U E				
< M A I N M E N U > T O E X I T				

6. Press     to move the cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
7. Press   to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
8. Press   to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Shift Report for which you have selected three particular shifts will produce a single report combining and averaging the data for the three shift time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

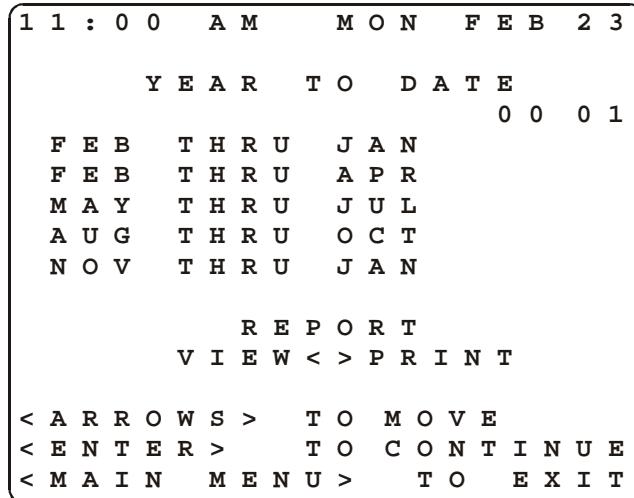
9. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
10. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.
(If you then need a printed copy of the grading report, press 
11. Press  to scroll through reports that have too many lines to fit on the screen.
12. Press   to cycle through individual period reports when viewing reports for more than one period.

12-1.4 Year to Date Reports

The Year to Date Reports screen shows the number of cars that pass through your drive-thru lanes and stations and the average time at each, since January 1 of the current year.

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  to move cursor to [YTD].
2. Press . You are now in the Year to Date screen.



3. Press  to move cursor to the desired time period.
4. Press  to select or  to deselect a specific time period (you may select one or more periods). An X appears to the right of each row selected for reporting. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.

5. Press   to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] option will produce a single report that averages all the selected data. Selecting the [PRINT] selection will produce the same single report, as well as individual grading reports for each event. The Header for each report section indicates which time periods are included in the section.
6. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
7. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet criteria for each letter grade.
(If you then need a printed copy of the grading report, press .)
8. Press  to scroll through reports that have too many lines to fit on the screen.
9. Press   to view grading reports for more than one event by cycling through individual grading reports.

12-1.5 Car by Car Reports

The Car by Car Reports allow you to define reports that provide information about each car passing through your drive-thru.

12-1.5.1 Car by Car Reports by Station

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  to move cursor to [CAR BY CAR].
2. Press . You are now in the Car by Car screen.

1	1	:	0	0	AM	M	O	N	F	E	B	2	3
					C A R	b	y	C A R					
A	M	E	N	U		A	L	L	A	B	C	D	F
A	G	R	E	E	T	A	L	L	A	B	C	D	F
A	W	I	N	1		A	L	L	A	B	C	D	F
A	W	I	N	2		A	L	L	A	B	C	D	F
A	L	I	N	E		A	L	L	A	B	C	D	F
P U L L O U T S							O	F	F				
F	T		E	V	E	N	T	S	O	F	F		
< A R R O W S > T O M O V E													
< + O R - > T O S E L E C T													
< E N T E R > T O C O N T I N U E													

3. Press  to move cursor to the desired event and grade row.
4. Press  to move cursor to [ALL] to select all grades, or press  one or more times to move cursor to select individual letter grades. If you do not select any grades on an event line, the report will not include that event.

5. Press  or  to toggle selection ON or OFF. Your selections are now highlighted.

NOTE: Pullouts and other (FT) events will not be reported unless you change the settings from OFF (default setting) to ON.

12-1.5.2 Car by Car Reports by Time and Date

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press  to move cursor to [CAR BY CAR].
2. Press . You are now in the Car by Car screen.

1	1	:	0	0	AM	M	O	N	F	E	B	2	3	
C A R b y C A R														
A	M	E	N	U		A	L	L	A	B	C	D	F	
A	G	R	E	E	T		A	L	L	A	B	C	D	F
A	W	I	N	1			A	L	L	A	B	C	D	F
A	W	I	N	2			A	L	L	A	B	C	D	F
A	L	I	N	E			A	L	L	A	B	C	D	F
P	U	L	L	O	U	T	S		O	F	F			
F	T		E	V	E	N	T	S	O	F	F			
< A R R O W S > T O M O V E														
< + O R - > T O S E L E C T														
< E N T E R > T O C O N T I N U E														

3. Press  to move cursor to the desired event and grade row.
4. Press  to move cursor to [ALL] to select all grades, or continue to press  to move cursor to select individual letter grades.
5. Press   to toggle selection ON or OFF. Your selections are now highlighted.

6. Press  to view the screen below, on which you can define the time period and date range for your Car by Car report. The events and grades you previously selected are displayed below the current time/date and type of report (CAR by CAR).

1 1 : 0 0	A M	M O N	F E B	2 3
C A R		b y	C A R	
A M E N U			D F	
A G R E E T			B C D F	
A W I N 2			A B C D F	
S T A R T		S T O P		
6 : 0 0 A M		1 : 0 0 P M		
F R O M		T O		
F E B / 2 1 / 0 1		F E B / 2 3 / 0 1		
P R I N T				
< A R R O W S >		T O	M O V E	
< + o r - >		T O	S E T	T & D
< E N T E R >		T O	C O N T I N U E	
< M A I N M E N U >		T O	E X I T	

7. Press   to move cursor to time and date fields you want to change.

8. Press   to change the times and/or dates. One report is produced for each date you select.

9. Press   to move cursor to [PRINT].

10. Press  to print the report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.

The following is a sample Car by Car Report with rows for each event, using the actual event names in your configuration. Each row shows time of day, station name, letter grade, and actual time duration of event.

SAT SEP 23, 2000
SUN SEP 24, 2000
MON SEP 25, 2000
1:23PM POWER OFF
1:32PM ACCESS A
1:34PM ACCESS T
1:45PM GREET B 0:04
1:46PM GREET B 0:04
1:46PM ACCESS T
1:46PM CASHIER D 0:36
1:46PM GREET B 0:04
1:48PM WINDOW F 1:19
1:48PM TOTAL F 2:04
1:48PM CASHIER F 1:17
1:49PM WINDOW F 1:04
1:49PM TOTAL F 2:18
1:49PM CASHIER F 0:47
1:49PM TOTAL C 1:40
1:50PM WINDOW D 0:38
1:54PM CASHIER F 2:37
1:54PM TOTAL F 4:25

SECTION 13 - PARAMETERS PROGRAMMING

13-1 Parameters Programming

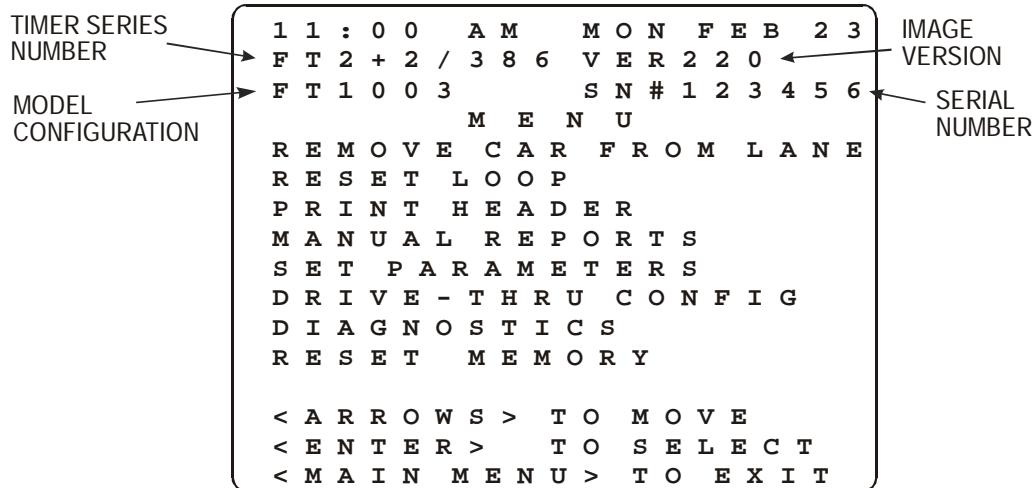
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY.

The Set Parameters screen lets you customize your Timer to match changing store requirements (operating hours, shift times, or automatic reporting requirements). See “SET PARAMETERS WORKSHEETS” (Appendix 2).

1 1 : 0 0 A M	M O N	F E B	2 3
D Y P T 1 0 : 3 0 A M	- 2 : 0 0 P M		
S H F T 6 : 0 0 A M	- 4 : 0 0 P M		
A S I D E	N O W	A V G	
M E N U	: 0 4	: 3 3	
G R E E T	: 0 4	: 0 5	
W I N 1	: 1 5	: 2 2	
W I N 2	: 2 8	: 3 9	
L I N E	1 : 3 3	1 : 4 5	
D A I L Y			
C A R S I N L A N E	=		4
T O T A L C A R S	=		1 5 0
P U L L O U T S	=		1

From ACTIVITY Screen:

1. Press . You are now in the Menu screen.



2. Press to move cursor to [SET PARAMETERS].
3. Press . You are now prompted to enter your Access Code.
4. Press the numbered pink keys (0 - 9) to enter your six-digit Access Code. See “Assign Access Codes” on page 13-3. You are now in the Store Parameters screen, and the cursor is immediately to the left of ACCESS CODES.

13-1.1 Assign Access Codes

The Access Codes screen lets you secure your system from unauthorized use.

1 1 : 0 0	AM	MON	FEB	2 3
S T O R E P A R A M E T E R S				
A C C E S S C O D E S				
T I M E / S T O R E H O U R S				
H E A D I N G				
D A Y P A R T S				
S H I F T S				
T A R G E T S				
P R I N T E R O P T I O N S				
R E M O T E D I S P O P T I O N S				
N I G H T M A N A G E R				
< A R R O W S >		TO	M O V E	
< E N T E R >		TO	S E L E C T	
< M A I N M E N U >		TO	E X I T	

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

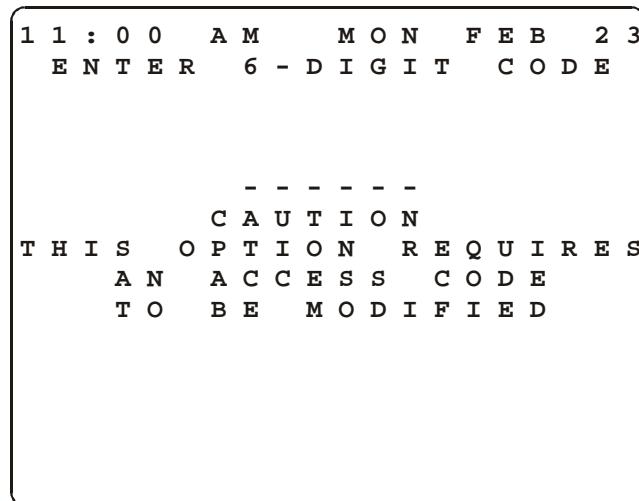
1. Press  1. You are now in the Set Access Codes screen.

1 1 : 0 0	AM	MON	FEB	2 3
S E T A C C E S S C O D E S				
C O D E A :	S E T			
C O D E B :	U N U S E D			
C O D E C :	U N U S E D			
C O D E D :	U N U S E D			
G L O B A L :	U N U S E D			
< A R R O W S >		TO	M O V E	
< E N T E R >		TO	S E L E C T	
< M A I N M E N U >		TO	E X I T	

NOTE: You may assign up to four Access Codes, identified as A, B, C, and D on the Set Access Codes screen. An unused Access Code is displayed as “UNUSED.” A used Access Code is displayed as “SET.” (When no access code has been set, the default access code is 000000. Once *any* of the access codes has been set, however, the default access code (000000) no longer allows access.)

You may also program a global password to allow full access, but care must be taken before this is done.

2. Press  0 to select the unused Access Code you wish to set.
3. Press  1. You are now in the Password Entry screen.



4. Press the numbered pink keys (0 - 9) to enter the new six-digit Access Code. You are now returned to the previous screen (SET ACCESS CODES).
5. Press  1.

IMPORTANT: IF THE SELECTED ACCESS CODE IS UNUSED, THE PASSWORD ENTRY SCREEN (SEE PREVIOUS PAGE) WILL APPEAR. IF THE ACCESS CODE HAS ALREADY BEEN SET, THE FOLLOWING TECH CODES SCREEN WILL APPEAR.

```
1 1 : 0 0   A M   M O N   F E B   2 3
                                             
      T E C H   C O D E S
                                             
      T H I S   O P T I O N   R E Q U I R E S
          A   T E C H   C O D E
          T O   B E   M O D I F I E D
                                             
      E N T E R   T E C H   C O D E
      - - - - -
                                             
      F O R   H E L P   C A L L :
      P H A S E   R E S E A R C H
      A T : ( 7 1 4 ) 8 5 0 - 1 3 2 0
                                             
      < M A I N   M E N U >   T O   E X I T
```

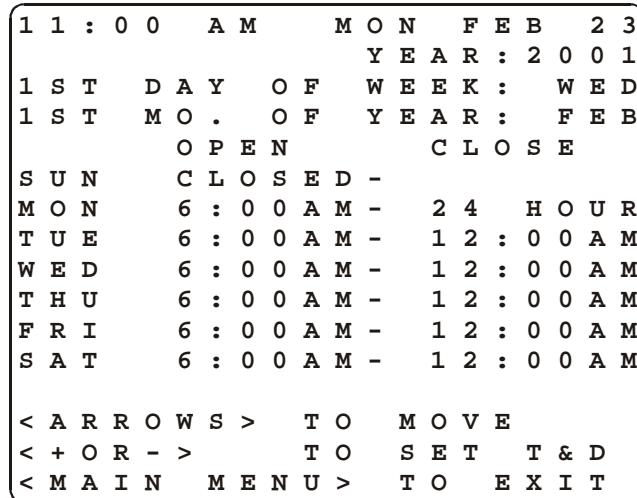
NOTE: You must call *Phase Research* to obtain a “TECH CODE” in order to change the Access Code.

13-1.2 Time/Store Hours

The Time/Store Hours screen lets you set the current date and time and the day considered to be the first day of the week for your store. It also lets you set the daily store opening and closing times for each day of the week.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  to select [TIME/STORE HOURS].
2. Press  1. You are now in the Time/Store Hours screen.



3. Press   to move to the desired field.
4. Press   3 6 to change the times, days, and dates. The OPEN and CLOSE times move in 15-minute increments, and AM and PM change automatically as you scroll through the hours.

NOTE: To set up a store for a 24-hour day, set the OPEN and CLOSE times the same. When CLOSE time is set to the same time as OPEN time, CLOSE time field will display 24 HOUR.

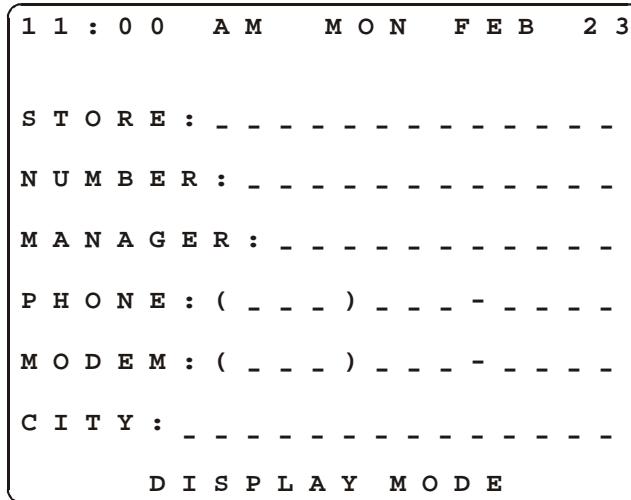
NOTE: You may set a particular day as CLOSED by pressing  on the day's OPEN time until it reads, "CLOSED". (Closed will be between 11:45 p.m. and 12:00 a.m.)

13-1.3 Store Heading

The Store Heading screen lets you enter text for the Header, which you can print using the [PRINT HEADER] function on the Menu screen. (The Header can be automatically printed with some reports to identify them by their store.) The Header information is also displayed on the Header of reports generated by the Fast Track personal computer software suite, if being used.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press   to select [HEADING].
2. Press  . You are now in the Heading screen.



3. Press   to move to the desired typing position.
4. Press  to change the screen from DISPLAY MODE to KEYBOARD MODE (see bottom row of screen). The Keypad then functions like a telephone keypad with letters or characters associated with keys (see diagram on following page).

NOTE: If the Keypad is already in KEYBOARD MODE, pressing [KEYBOARD MODE] advances the cursor one space to the right.

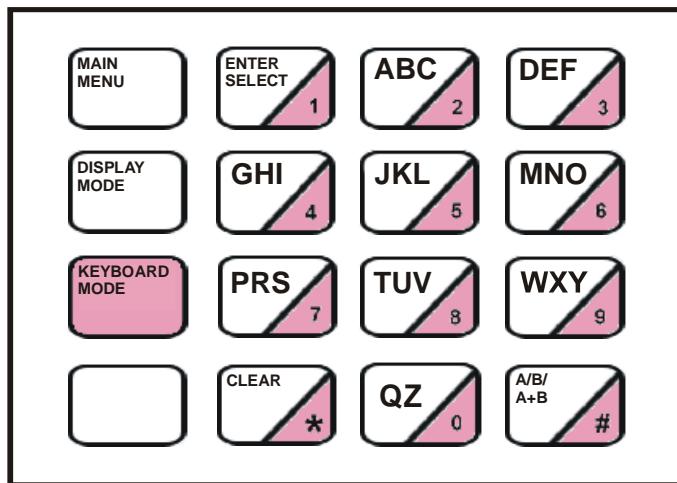
5. Press the number key(s) repeatedly until the desired character is displayed. For example, pressing the number “2” key (PRINT DISPLAY):

One time will display an “A”
Two times will display a “B”
Three times will display a “C”
Four times will display a “2”
Five times will display an “a”
Six times will display a “b”
Seven times will display a “c”

(All number keys will display letters and numbers in this fashion.)

Press  while in KEYBOARD MODE to cycle through various punctuation marks and symbols.

6. Press  to enable you to move the cursor as needed to continue modifying the Header.
7. Press  to store the modified Header and return to the previous screen.



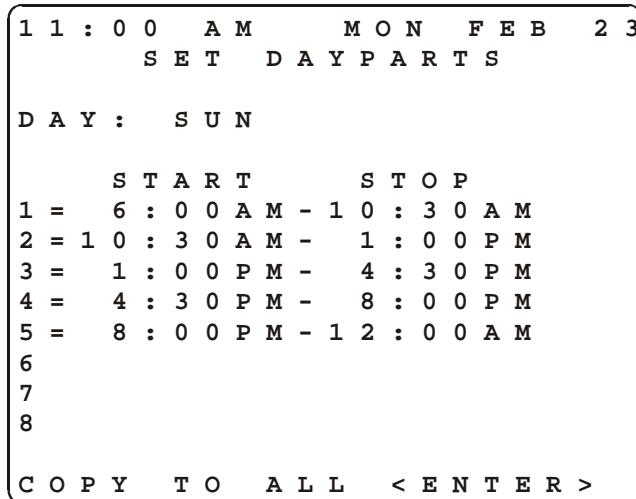
**NOTE: LETTER DESIGNATIONS ARE FOR REFERENCE ONLY.
LETTERS DO NOT APPEAR ON KEYS.**

13-1.4 Set Dayparts

The Set Dayparts screen lets you break each day into a number of smaller units called dayparts, which are used to group data for viewing and reporting.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  to select [DAYPARTS].
2. Press . You are now in the Set Dayparts screen.



NOTE: The cursor is now on DAY. To change the day of the week, complete the following two steps.

3. Press  to move the cursor immediately to the right of DAY:..
4. Press  or  to change the day.
5. Press  to move to the desired daypart.
6. Press  to move to the [=] or [-] fields to change the START or STOP times.

7. Press   to change the time in 15-minute increments. The Timer adjusts automatically to prevent time gaps or overlaps.

NOTE: The ending time of each daypart coincides with the starting time of the next daypart for the same day, though you may use different dayparts for each day of the week. Daypart 1 always starts at the opening time for the day, and the last programmed daypart always ends at the closing time for the day.

8. Press   to add a *new* daypart by moving the cursor immediately to the right of the first unused daypart number (for which START and STOP times have not yet been entered).

9. Press  or  to add the daypart. The START and STOP times are now entered.

10. Press     to delete dayparts by moving the cursor to the [=] field of the first daypart (moving from top to bottom, or 1 to 8) you want to remove.

11. Press  to delete the daypart. Any dayparts that follow will automatically be removed as well. And the store's closing time will automatically be entered in place of the STOP time for the last remaining daypart.

NOTE: If all days use the same dayparts, you can set the dayparts for only one day and then use the COPY TO feature to copy the same settings to all other days, as explained in the following steps.

12. Press   to move the cursor immediately to the right of DAY:.

13. Press  or  to select the desired day from which to copy.

14. Press  to move cursor to COPY.

15. Press  to move the cursor to <ENTER>.

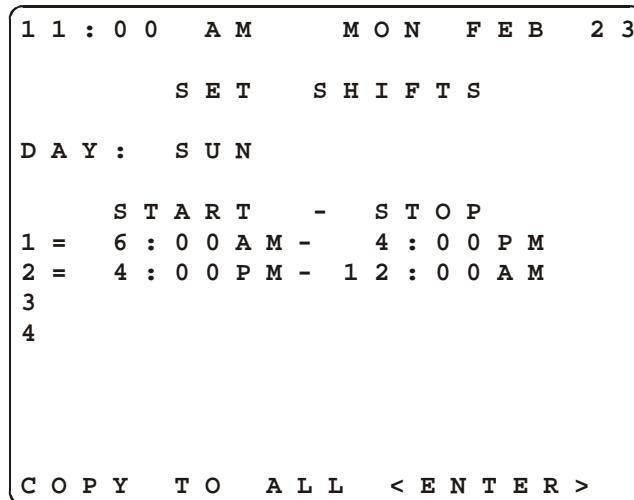
16. Press  to copy the displayed daypart settings to all other days, replacing any individual dayparts previously set for these days.

13-1.5 Set Shifts

The Set Shifts screen lets you divide each day into smaller units called shifts, which are used to group data for viewing and reporting.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  to select [SHIFTS].
2. Press . You are now in the Set Shifts screen, and the cursor is on DAY.



3. Press  to move cursor immediately to the right of DAY: if you want to change the day.
4. Press   to move the day forward or backward.
5. Press  to move to an existing shift you would like to modify. (You may use up to four shifts per day.)
6. Press     to move cursor to the [=] or [-] fields to change the START or STOP times.

7. Press   to change the time in 15-minute increments. The Timer adjusts automatically to prevent time gaps or overlaps.

NOTE: The ending time of each shift coincides with the starting time of the next shift for the same day, though you may use different shifts for each day of the week. Shift 1 always starts at the opening time for the day, and the last programmed shift always ends at the closing time for the day.

8. Press   to add a *new* shift by moving the cursor immediately to the right of the first unused shift number (for which START and STOP times have not yet been entered).

9. Press  or  to add the shift. The START and STOP times are now entered.

10. Press     to delete shifts by moving the cursor to the [=] field of the first shift – in order from top (1) to bottom (4) – you wish to remove.

11. Press   to delete the shift. Any shifts that follow will automatically be removed as well. And the store's closing time will automatically be entered in place of the STOP time for the last remaining shift.

NOTE: If all days use the same shifts, you can set the shifts for only one day and then use the COPY TO feature to copy the same settings to all other days, as explained in the following steps.

12. Press   to move the cursor immediately to the right of DAY:.

13. Press  or  to select the desired day from which to copy.

14. Press  to move cursor to COPY.

15. Press  to move the cursor to <ENTER>.

16. Press   to copy the displayed shift settings to all other days, replacing any individual shifts previously set for these days.

13-1.6 Set Targets

The Set Targets screen lets you create a system of target times, audible indicators (beeps), and letter grades for any or all programmed event(s).

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  to select [TARGETS].
2. Press  1. You are now in the Set Targets screen.

1	1	:	0	0	AM	MON	FEB	2	3
TARGET = A MENU									
DAY : SUN					DAYPART : 1				
BEEP ON ARRIVAL = NO									
TIME					B P				
A <=	: 3 0				1				N
B <=	1 : 0 0				2				N
C <=	1 : 3 0				3				N
D <=	2 : 0 0				4				N
F >	2 : 0 0				2				N
F REPEAT @ OFF					SEC				
COPY TARGETS TO :									
DAY	: A				S M T W T F S				
DAYPARTS : A					1 2 3 4 5 6 7 8				
< ARROWS >	TO MOVE								
< + OR - >	TO SET								

3. Press  9 to move cursor to the [=] field.
4. Press  3 or  6 to select the desired vehicle detection point (MENU, GREET, WIN 1, WIN 2, LINE).
5. Press  0 to move the cursor to DAY.
6. Press  9 to move the cursor to [:] immediately to the right of DAY.
7. Press  3 or  6 to select the desired day.
8. Press  9 to move the cursor to [:] immediately to the right of DAYPART.

9. Press  or  to select the desired daypart.
10. Press  to move the cursor to BEEP.
11. Press  to move the cursor to [=] immediately to the right of BEEP ON ARRIVAL.
12. Press  or  to toggle the BEEP ON ARRIVAL option to YES or NO.
13. Press  to select the grade (A, B, C, etc.) for which you wish to set or change the target time. (If you do not want targeting for a particular grade, set the grade's target time to 0.)

NOTE: The target time for B must be equal to or greater than that for A; the target time for C must be equal to or greater than that for B, and the same applies through the entire sequence of letter grades. The Timer adjusts automatically to ensure this.

Pass/Fail grading may be used rather than letter grading: Set all letter grades *except F* to the same time – the maximum time allotted to the event (MENU, GREET, etc.) to achieve a passing grade. For example, if you want to make 10 seconds the (Pass) time, set A, B, C, and D to a time of 10 (the selected event must occur within this amount of time in order to “pass.”).

14. Press  to move the cursor immediately to the left of the B (beep) column field.
15. Press  or  to set the beep count for the grade you have chosen (0 - 9 beeps may be chosen). The Remote will beep (the number of times specified) when the selected event exceeds the target time you have selected.
16. Press  to move the cursor immediately to the left of the P (print) column field.
17. Press  or  to toggle the printing option for the grade to Y (yes) or N (no). If you select Y (yes), the Timer will print every car that falls within the particular grade's target time.

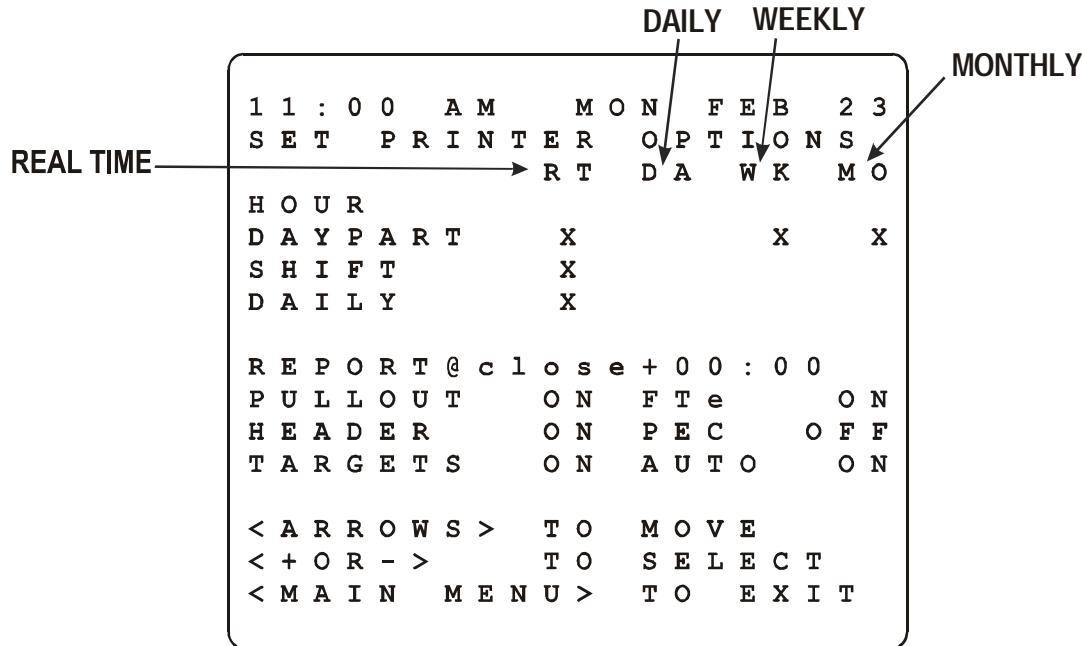
18. Press  to move the cursor to the field that begins F REPEAT.
19. Press  to move the cursor to the field just to the right of @.
20. Press  or  to set the number of times you want the beep to repeat. The Remote Display will sound two successive short beeps at intervals of 2, 5, 10, 15, or 30 seconds depending on your choice. (Select OFF to disable the repeat beep.)
21. Press  to move the cursor immediately to the left of DAYS.
22. Press  to move the cursor to [A] (A means “All”), or to any of the days to the right.
23. Press  or  to select the days to which you wish to copy the targets you have set. Your selections are now highlighted.
24. Press  to move the cursor to the DAYPARTS field.
25. Press  to move the cursor to [A] (A means “All”), or to any of the dayparts to the right.
26. Press  or  to select the dayparts to which you wish to copy the targets you have set. Your selections are now highlighted.
27. Press  to perform the specified copy operation. Repeat this procedure as needed for different targeted events.
28. Press   to move the cursor to the top of the screen to the [TARGET], [DAY] and [DAYPART] fields.
29. Press  or  to scroll through the TARGET, DAY, and DAYPART values to confirm your settings.

13-1.7 Set Printer Options

The Set Printer Options screen lets you select automatic report printing that matches your requirements, providing 16 different report settings to give you a great deal of flexibility.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  to select [PRINTER OPTIONS].
2. Press . You are now in the Set Printer Options screen.



3. Press     to move the cursor to any of the 16 Report Option fields.

NOTE: You can decide which reports to print and when. (However, Real Time (RT) reports only print at the end of their time period.)

4. Press  or  to select the report option. The Timer displays an X for each selection.
5. Press  to move the cursor to REPORT.
6. Press  to move the cursor to [...] immediately to the right of REPORT.
7. Press  or  to select one of two options: a specified time (time=) or a specified time increment after store closing (close+).
8. Press  to move the cursor to either [=] or [+] depending on your choice in the previous step.
9. Press  or  to set the time for printing the automatic reports.

NOTE: You can turn the following features – HEADER, TARGET, PEC, AUTO – ON or OFF.

10. Press   to move cursor immediately to the right of PULLOUT.
11. Press  or  to select ON or OFF.
12. Press  to move cursor to the right of FTe (Fulltime Event).
13. Press  or  to select ON (to print any events in the Timer) or OFF.
14. Press   to move cursor to the right of HEADER.
15. Press  or  to select ON (to print a Report Header on each report) or OFF.
16. Press  to move cursor to the right of PEC (Print Each Car).

17. Press  or  to select ON (to print the PEC report as cars move through the drive-thru) or OFF.

18. Press   to move cursor immediately to the right of TARGETS.

19. Press  or  to select ON (to print the Targets on the reports) or OFF.

20. Press  to move cursor immediately to the right of AUTO.

21. Press  or  to select ON or OFF (to disable automatic reporting).

NOTE: Events that will be printed on the automatic reports must be defined by corresponding drive-thru configurations or target settings.

IMPORTANT: Samples of the Printer report tapes generated by the automatic reporting feature of the Timer are shown in “PRINTER REPORT TAPES” (Appendix 1).

13-1.8 Set Remote Display Options

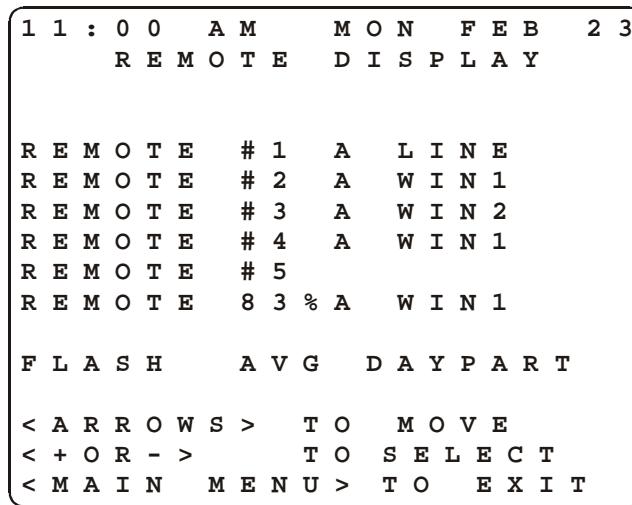
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Set Remote Display Options screen lets you select the information that appears on the Remote Displays.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  0 to select [REMOTE DISP OPTIONS].
2. Press  1. You are now in the Set Remote Display Options screen.

NOTE: A Timer may have up to six Remote Displays (one standard plus up to five optional). The first five show two types of data: 1) the elapsed time for the event assigned to the Display, continuously updated *during* the event; and, 2) the average time for the event computed over the daypart, shift, day, week, month, or year to date (as selected by the user), *after* the car leaves the station. The average time is re-computed after each car leaves the event assigned to the Display, and is shown by flashing numerals once the event station is no longer occupied.



3. Press  9  0 to move the cursor to the desired Remote(s).

NOTE: If you do not know the number associated with a particular Remote Display, remove and reconnect the five-pin connector atop the Display. **Do not remove the connector by pulling on the gray cable; remove it only by pulling on its black base.** The unit then goes through a power-up sequence and displays the address of the Remote.

IMPORTANT! While Remote Displays that show the time of the same event can have either the same or different addresses, if you want two or more Remote Displays to show the time of different events, each display must be set to a different address. The address of the Remote is the third digit *only* of the first number that comes up after you power on the Remotes, e.g., for example, the address for 275 would be 5; the address for 005 would also be 5. (If the Display's address is 001, it will show the time that Remote #1 is programmed to show as indicated on the Remote Display screen. If a Remote's address is 002, it will show the time that Remote #2 is programmed to show, etc.)

4. Press  to move the cursor immediately to the right of the individual Remote address number(s) (i.e., #1).
5. Press  or  to select the event that the Remote(s) will be monitoring. Adjust all other Remotes as needed.

NOTE: The optional sixth Remote Display setting serves as a *special Percentage Remote* which can be used to monitor speed of service, as well as to provide performance incentive for crew members. The Percentage Remote shows, in either red or green numerals, the percentage of cars that satisfy a particular grade's target time. If the percentage of cars satisfying the particular grade's target time is below a percentage selected by the user, the Display numerals will be red. If the percentage is equal to or higher than the selected percentage, the numerals will be green. Only the Percentage Remote and two-color Remote – **not** the standard one-color Remote Display – have this capability. Percentage Remotes will display the A target only, while the two-color Remotes will allow you to specify any target grade you wish. To set your two-color Remote to show percentage, please refer to the **Phase Research Installation Guide**.

NOTE: Steps 5.a. to 5.e. explain how to set up a percentage Remote or a two-color Remote that is set to show percentage. If you do not want your system set to include such percentage remote capabilities, proceed to Step 6.

- 5.a. Press  to move cursor to the sixth (last) Remote position.

- 5.b. Press  to move cursor to the right of the percentage.
- 5.c. Press  or  to select the desired percentage at which the Display will change color.
- 5.d. Press   to move the cursor to [%].
- 5.e. Press  or  to select the event to be monitored.
6. Press   to move the cursor to [FLASH AVG].
7. Press  or  to select the averaging period (HOURLY; DAYPRTS; SHIFTS; DAILY; WEEKLY; MONTHLY; ALT). The averaging period applies to all Remote Displays. If you select a blank value, no averages will be flashed between events.

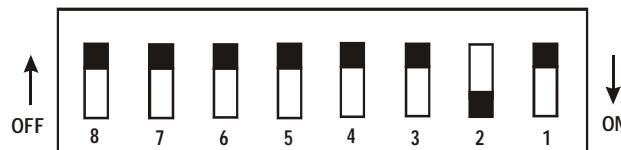
NOTE: Depending on the model of the Remote (one-color, two-color, or percentage), the data will be shown either in minutes:seconds, seconds only, or percentage. Time data will be displayed only during the hours the store is open. When closed, only a colon (two vertical dots, i.e., :) is shown on a minutes:seconds Display; a seconds and percentage Display is blank.

13-1.9 Set Remote Addressing

***IF IT IS NECESSARY TO CHANGE A REMOTE DISPLAY'S ADDRESS,
USE THE FOLLOWING STEPS:***

1. Unplug the five-pin connector from the top of the Remote Display and remove the display from its mounting. Remove the two (2) smaller Phillips head screws from the top of the Display first, and then remove the two (2) Phillips head screws from the bottom of the Display. The two (2) covers of the Display should now separate.
2. After separating the two covers, locate the eight (8) position dip-switch block located on the upper right-hand side of the circuit board. Adjust the switches according to the addresses you want.

Remote Display Address Dip-Switch Settings



Address 001: Switch 1 ON, 2 OFF, 3 OFF
Address 002: Switch 2 ON, 1 OFF, 3 OFF
Address 003: Switches 1 & 2 ON, 3 OFF
Address 004: Switch 3 ON, 1 OFF, 2 OFF
Address 005: Switches 1 & 3 ON, 2 OFF
Address 006: Switches 2 & 3 ON, 1 OFF

3. Plug the connector back into the Remote Display and verify that it has the correct address before reassembling.
4. Once the Remote Display is addressed correctly, reassemble and remount it.

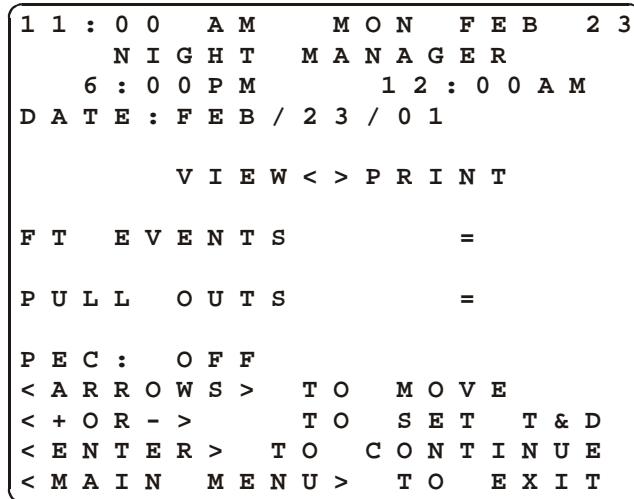
13-1.10 Night Manager

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Night Manager screen allows you to view and print particular events over a specified time period to track such events, as well as identify problems and their causes (which is particularly useful for absentee management).

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press  to select [NIGHT MANAGER].
2. Press  1. You are now in the Night Manager screen.



NIGHT MANAGER PROVIDES A SET OF SCREENS TO DISPLAY OPERATING EXCEPTIONS – FT (FAST TRACK) EVENTS AND PULLOUTS – THAT OCCUR IN YOUR DRIVE-THRU OPERATION.

3. Press    to move the cursor to the time and/or date field(s) to set the time period for Night Manager displays.

4. Press   to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer.

NOTE: Selecting VIEW allows you to “drill down” through two more screens of greater detail (one for FT EVENTS and one for PULL OUTS). Selecting PRINT will cause all three Night Manager screens (the first Night Manager screen, FT EVENTS screen, and PULLOUTS screen) to print.

5. Press  to produce the selected screen or printer report. The total number of FT EVENTS and PULLOUTS appears on the display.

NOTE: Night Manager also includes a PEC (Print Each Car) feature that applies to the selected time period.

6. Press  to move the cursor immediately to the right of PEC:
7. Press  or  to toggle PEC ON or OFF.

13-1.10.1 Show Event Detail

The Show Event Detail screen displays more detail for the event (FT EVENTS) selected on the first Night Manager screen.

1. From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

2. Press  to select [NIGHT MANAGER].

3. Press . You are now in the Night Manager screen.

1 1 : 0 0 A M	M O N	F E B	2 3
N I G H T	M A N A G E R		
6 : 0 0 P M		1 2 : 0 0 A M	
D A T E : F E B / 2 3 / 0 1			
F T E V E N T S			
P O W E R O N	=	0	
P O W E R O F F	=	4	
A C C E S S D E N I E D	=	9	
A C C E S S G R A N T E D	=	9	
M A I N C O N F I G	=	1 4	
A L T C O N F I G	=	1	
R E S E T M E M O R Y	=	0	
< M A I N M E N U > T O E X I T			

4. Press    to move the cursor to the time and/or date field(s) to set the time period for Night Manager displays.

5. Press   to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer.

6. Press  to produce the selected screen or printer report. The total number of FT EVENTS and PULLOUTS appears on the display.

7. Press  to move the cursor to [FT EVENTS].
8. Press  to “drill down” to view a more detailed screen for FT EVENTS.
The display shows the conditions that contributed to the FT Events count.

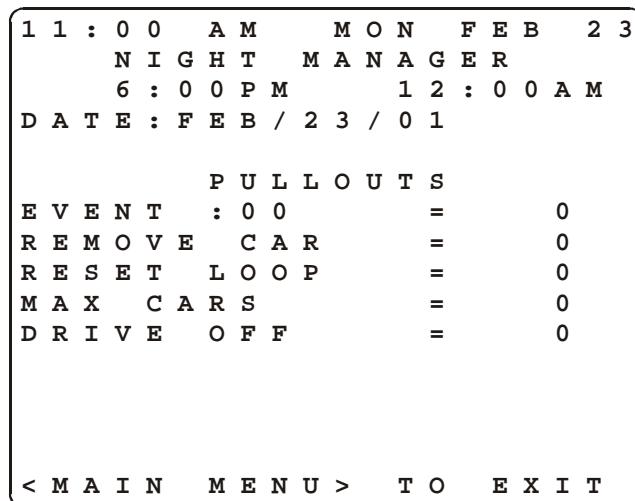
13-1.10.2 Show Event Counts

The Show Event Counts screen displays more detail for the event (PULLOUTS) selected on the previous screen.

1. From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

2. Press  to select [NIGHT MANAGER].

3. Press  1. You are now in the NIGHT MANAGER screen.



4. Press  8  9  0 to move the cursor to the time and/or date field(s) to set the time period for Night Manager displays.

5. Press  9  0 to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer.

6. Press  1 to produce the selected screen or printer report. The total number of FT EVENTS and PULLOUTS appears on the display.

7. Press  to move the cursor to [PULL OUTS].
8. Press  to “drill down” to view a more detailed screen for PULLOUTS.
The display shows the conditions that contributed to the Pullouts count.

SECTION 14 - DIAGNOSTICS SCREENS

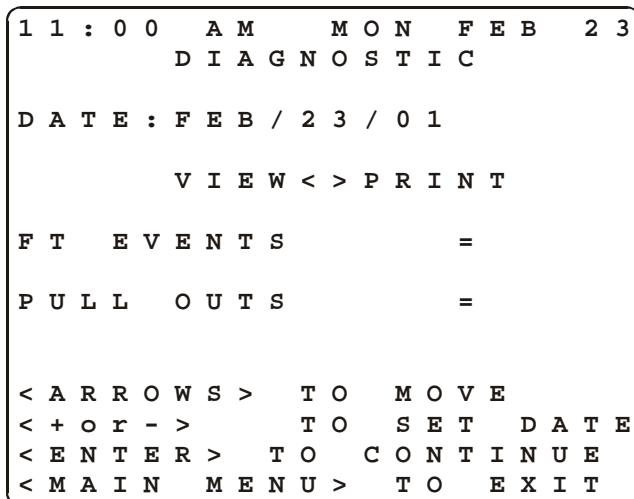
14-1 Diagnostics

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Diagnostic screen is a monitoring feature that lets you view the number of operating exceptions – FT (Fast Track) Events and Pullouts – for a particular day of operation.

From MENU Screen (see “Menu” on page 8-1):

1. Press  to move cursor to [DIAGNOSTICS].
2. Press . You are now prompted to enter your Access Code.
3. Press the numbered pink keys (0 - 9) to enter your six-digit Access Code. You are now in the Diagnostic screen, and the cursor is on the month in the date field.



4. Press   to select the desired date.
5. Press   to move cursor to [VIEW] or [PRINT].

NOTE: Selecting either [VIEW] or [PRINT] will allow you to view three Diagnostic screens (all showing details about the FT EVENTS and PULLOUTS, as shown on screens below):

Choosing [PRINT] will produce these three Diagnostic screens on a single report tape.

Selecting [VIEW] will allow you to view the same three Diagnostic tools on the display screen by using the following steps:

6. Press  after selecting [VIEW]. The number of FT EVENTS and PULLOUTS for the date selected will appear on the main Diagnostic screen. (If you have selected [PRINT], the three Diagnostic screens will be printed as described above.) If you have selected [VIEW], proceed to step 7.
7. Press  to move cursor to FT EVENTS or PULLOUTS.
8. Press  to display another Diagnostic screen with more details about either selection, FT EVENTS or PULLOUTS.

NOTE: If you wish to view the other operating exception (FT EVENTS or PULLOUTS), return to the main Diagnostic screen and repeat steps 7 and 8.

If you wish to view information for other days, return to the main Diagnostic screen to select the desired date.

1 1 : 0 0	AM	MON	FEB	2 3
D I A G N O S T I C				
D A T E : F E B / 2 3 / 0 1				
F T E V E N T S				
P O W E R O N = 3 1 P O W E R O F F = 3 1 A C C E S S D E N I E D = 9 A C C E S S G R A N T E D = 2 6 7 M A I N C O N F I G = 5 A L T C O N F I G = 5 R E S E T M E M O R Y = 1				
< M A I N M E N U > T O E X I T				

1 1 : 0 0	AM	MON	FEB	2 3
D I A G N O S T I C				
D A T E : F E B / 2 3 / 0 1				
P U L L O U T S				
E V E N T : 0 0 = 3 R E M O V E C A R = 2 R E S E T L O O P = 1 M A X C A R S = 1 D R I V E O F F = 4				
< M A I N M E N U > T O E X I T				

SECTION 15 - RESET MEMORY

15-1 Reset Memory

THIS FEATURE REQUIRES A TECH CODE FOR ENTRY

The Reset Memory screen allows you to erase all historical event data in the memory.

CAUTION: THIS SCREEN WARNS THAT IF YOU PRESS THE  * KEY, YOU WILL ERASE ALL HISTORICAL EVENT DATA PERMANENTLY.

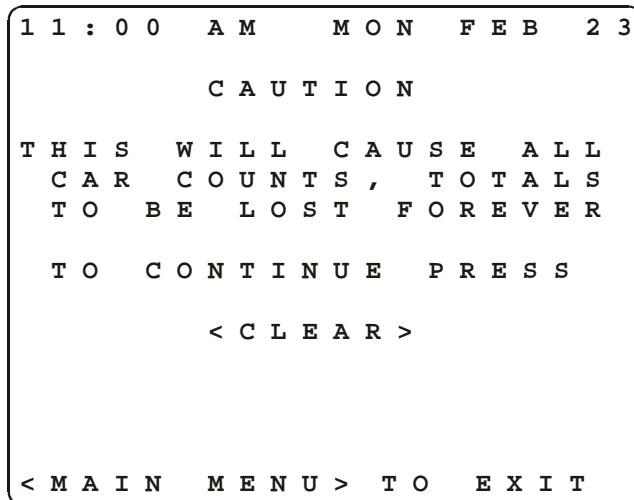
```
1 1 : 0 0   A M   M O N   F E B   2 3
F T 2 + 2 / 3 8 6   V E R 2 2 0
F T 1 0 0 3   S N # 1 2 3 4 5 6
M E N U
R E M O V E   C A R   F R O M   L A N E
R E S E T   L O O P
P R I N T   H E A D E R
M A N U A L   R E P O R T S
S E T   P A R A M E T E R S
D R I V E - T H R U   C O N F I G
D I A G N O S T I C S
R E S E T   M E M O R Y

< A R R O W S >   T O   M O V E
< E N T E R >   T O   S E L E C T
< M A I N   M E N U >   T O   E X I T
```

From MENU Screen:

1. Press  ⁰ to move cursor to [RESET MEMORY].
2. Press  ¹. You are now prompted to enter your Tech Code. (This code must be obtained from *Phase Research*.)

3. Press the numbered pink keys (0 - 9) to enter your six-digit Tech Code. You are now in the Reset Memory screen.



4. Press *. This will erase your Timer's memory permanently, and you will not be able to retrieve any historical event data.

NOTE: The Fast Track 2+2/386 memory is capable of storing up to 131,000 events. Once its data exceeds that amount, the Timer will begin writing over the oldest data.

If your Timer monitors five stations (Menu, Greet, Win1, Win2, and Line), it will create five events for each vehicle that passes through the drive-thru. So, to calculate the number of events stored in memory each day, simply multiply the number of events by the average number of cars recorded on a daily basis. For example, based on the five-station configuration above:

$$5 \text{ events} \times 400 \text{ cars per day} = 2,000 \text{ events per day}$$

$$131,000 \text{ events} \div 2000 \text{ events per day} = \text{approx. 65 days worth of memory.}$$

PRINTER REPORT TAPES

A P P E N D I X

1

The sample Printer report tape below details the meaning of each entry on a report generated by the automatic reporting feature of the Timer. The following four pages feature Printer tape examples of the 16 different reporting options:

*****DAILY DAYPART*****			
1:30	AM	MON FEB 23 1999	Printer Options Vector Header
FROM	DAYPARTX	TO	Type of Report
FEB/ 23/ 99	<>	FEB/ 23/ 99	Report Ending Date
Report Beginning Date			
Drive-Thru Lane	A SIDE	#CARS	AVG
	MENU	241	:52
	GREET	240	:04
	PICK UP	240	1:19
	TOTAL	240	2:48
Detection Points			Detection Points Average Time
Total Pullouts	PULLOUTS	= 1	Detection Point Total Cars
Targeted Event	EVENT: MENU	#CARS	Total Cars at Each Grade
	TARGET		
	A	143	59
	B	22	9
	C	49	20
	D	15	6
	F	11	4
Target Grades			Percentage of Total Cars at Each Grade
	EVENT: GREET	#CARS	
	TARGET		
	A	224	93
	F	16	7
	EVENT: PICK UP	#CARS	
	TARGET		
	A	171	71
	B	28	12
	C	13	5
	D	19	8
	F	11	4
	EVENT: TOTAL	#CARS	
	TARGET		
	A	124	52
	B	52	22
	C	48	20
	D	15	6
	F	1	0
	*****END OF REPORT*****		
			Report Footer

NOTE: The Printer Options feature contains an option to turn targets on (as in example above) or off. If the targets are turned off, all information below the entry "PULLOUTS" will not appear on the report.

PHASE RESEARCH USER GUIDE

A
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1

4:00 PM MON FEB 23 1999		
START-	-STOP	
3:00 PM	<>	4:00 PM
A SIDE	#CARS	AVG
MENU	19	:58
GREET	19	:04
PICK UP	19	1:11
TOTAL	19	2:40
PULLOUTS	=	1
EVENT: MENU		
TARGET #CARS	%	
A 7	35	
B 4	23	
C 4	20	
D 2	12	
F 2	10	
EVENT: GREET		
TARGET #CARS	%	
A 18	95	
F 1	5	
EVENT: PICK UP		
TARGET #CARS	%	
A 9	50	
B 5	25	
C 2	10	
D 2	10	
F 1	5	
EVENT: TOTAL		
TARGET #CARS	%	
A 5	30	
B 6	34	
C 4	19	
D 3	15	
F 1	5	
*****END OF REPORT*****		

This report is a **REAL-TIME (RT)** report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

***** DAILY HOURLY *****		
1:30 AM MON FEB 23 1999		
START-	-STOP	
3:00PM	<>	4:00PM
FROM-	HOURLY	-TO
FEB/ 23/99<>FEB/ 23/99		
A SIDE	#CARS	AVG
MENU	19	:58
GREET	19	:04
PICK UP	19	1:11
TOTAL	19	2:40
PULLOUTS	=	1
EVENT: MENU		
TARGET #CARS	%	
A 7	35	
B 4	23	
C 4	20	
D 2	12	
F 2	10	
EVENT: GREET		
TARGET #CARS	%	
A 18	95	
F 1	5	
EVENT: PICK UP		
TARGET #CARS	%	
A 9	50	
B 5	25	
C 2	10	
D 2	10	
F 1	5	
EVENT: TOTAL		
TARGET #CARS	%	
A 5	30	
B 6	34	
C 4	19	
D 3	15	
F 1	5	
*****END OF REPORT*****		

This report is a **DAILY HOURLY** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

HOURLY REPORTS

This report is a **WEEKLY HOURLY** report, as indicated by the VECTOR HEADER. This report will combine the like hours from each day in the week, create a single report for each hour, and then generate them on the first day of the succeeding week at the time specified in the REPORT @ feature.

***** WEEKLY HOURLY *****		
1:30 AM MON FEB 23 1999		
START-	-STOP	
3:00PM	<>	4:00PM
FROM-	HOURLY	-TO
FEB/ 17/99<>FEB/ 23/99		
A SIDE	#CARS	AVG
MENU	133	:47
GREET	133	:04
PICK UP	133	1:26
TOTAL	133	3:01
PULLOUTS	=	3
EVENT: MENU		
TARGET #CARS	%	
A 50	37	
B 29	22	
C 25	19	
D 20	15	
F 9	7	
EVENT: GREET		
TARGET #CARS	%	
A 126	95	
F 7	5	
EVENT: PICK UP		
TARGET #CARS	%	
A 58	44	
B 32	24	
C 17	13	
D 21	16	
F 4	3	
EVENT: TOTAL		
TARGET #CARS	%	
A 49	36	
B 37	28	
C 26	20	
D 16	12	
F 5	4	
*****END OF REPORT*****		

This report is a **MONTHLY HOURLY** report, as indicated by the VECTOR HEADER. This report will combine the like hours from each day in the month, create a single report for each hour and then generate them on the first day of the succeeding month at the time specified in the REPORT @ feature.

***** MONTHLY HOURLY *****		
1:30 AM MON MAR 1 1999		
START-	-STOP	
3:00PM	<>	4:00PM
FROM-	HOURLY	-TO
FEB/ 01/99<>FEB/ 28/99		
A SIDE	#CARS	AVG
MENU	532	:42
GREET	532	:03
PICK UP	532	1:02
TOTAL	532	2:53
PULLOUTS	=	3
EVENT: MENU		
TARGET #CARS	%	
A 202	38	
B 117	22	
C 96	18	
D 64	12	
F 53	10	
EVENT: GREET		
TARGET #CARS	%	
A 126	95	
F 7	5	
EVENT: PICK UP		
TARGET #CARS	%	
A 250	47	
B 160	30	
C 58	11	
D 48	9	
F 16	3	
EVENT: TOTAL		
TARGET #CARS	%	
A 186	35	
B 160	30	
C 96	18	
D 53	10	
F 37	7	
*****END OF REPORT*****		

DAYPART REPORTS

1:30 AM MON FEB 23 1999		
START- DAYPARTX -STOP 11:00 AM <> 1:30 PM		
A SIDE	#CARS	AVG
MENU	122	:52
GREET	122	:04
PICK UP	122	1:19
TOTAL	122	2:48
PULLOUTS	=	1
EVENT: MENU		
TARGET #CARS	%	
A 42	35	
B 35	28	
C 24	20	
D 13	11	
F 7	6	
EVENT: GREET		
TARGET #CARS	%	
A 111	91	
F 11	9	
EVENT: PICK UP		
TARGET #CARS	%	
A 56	46	
B 32	26	
C 13	11	
D 12	10	
F 9	7	
EVENT: TOTAL		
TARGET #CARS	%	
A 66	54	
B 16	13	
C 22	18	
D 13	11	
F 5	4	
*****END OF REPORT*****		

This report is a **REAL-TIME (RT)** report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no **VECTOR HEADER**.

***** DAILY DAYPART ***** 1:30 AM MON FEB 23 1999		
FROM- DAYPARTX -TO FEB/ 23/99<>FEB/ 23/99		
A SIDE	#CARS	AVG
MENU	122	:52
GREET	122	:04
PICK UP	122	1:19
TOTAL	122	2:48
PULLOUTS	=	1
EVENT: MENU		
TARGET #CARS	%	
A 42	35	
B 35	28	
C 24	20	
D 13	11	
F 7	6	
EVENT: GREET		
TARGET #CARS	%	
A 111	91	
F 11	9	
EVENT: PICK UP		
TARGET #CARS	%	
A 56	46	
B 32	26	
C 13	11	
D 12	10	
F 9	7	
EVENT: TOTAL		
TARGET #CARS	%	
A 66	54	
B 16	13	
C 22	18	
D 13	11	
F 5	4	
*****END OF REPORT*****		

This report is a **DAILY DAYPART** report, as indicated by the **VECTOR HEADER**. This report will be just like the RT report, except that it is generated at the time specified in the **REPORT @** feature.

This report is a **WEEKLY DAYPART** report, as indicated by the **VECTOR HEADER**. This report will combine the like dayparts from each day in the week, create a single report for each daypart, and then generate them on the first day of the succeeding week at the time specified in the **REPORT @** feature.

***** WEEKLY DAYPART ***** 1:30 AM MON FEB 23 1999		
FROM- DAYPARTX -TO FEB/ 17/99<>FEB/ 23/99		
A SIDE	#CARS	AVG
MENU	813	:47
GREET	813	:04
PICK UP	813	1:26
TOTAL	813	3:01
PULLOUTS	=	2
EVENT: MENU		
TARGET #CARS	%	
A 317	39	
B 211	26	
C 170	21	
D 81	10	
F 32	4	
EVENT: GREET		
TARGET #CARS	%	
A 756	93	
F 57	7	
EVENT: PICK UP		
TARGET #CARS	%	
A 414	51	
B 203	25	
C 73	9	
D 65	8	
F 57	7	
EVENT: TOTAL		
TARGET #CARS	%	
A 406	50	
B 147	18	
C 114	14	
D 89	11	
F 57	7	
*****END OF REPORT*****		

This report is a **MONTHLY DAYPART** report, as indicated by the **VECTOR HEADER**. This report will combine the like dayparts from each day in the month, create a single report for each daypart and then generate them on the first day of the succeeding month at the time specified in the **REPORT @** feature.

***** MONTHLY DAYPART ***** 1:30 AM MON MAR 1 1999		
FROM- DAYPARTX -TO FEB/ 01/99<>FEB/ 28/99		
A SIDE	#CARS	AVG
MENU	3455	:42
GREET	3455	:03
PICK UP	3455	1:02
TOTAL	3455	2:53
PULLOUTS	=	5
EVENT: MENU		
TARGET #CARS	%	
A 1417	41	
B 760	22	
C 622	18	
D 345	10	
F 311	9	
EVENT: GREET		
TARGET #CARS	%	
A 3282	95	
F 173	5	
EVENT: PICK UP		
TARGET #CARS	%	
A 1693	49	
B 760	22	
C 410	12	
D 419	12	
F 173	5	
EVENT: TOTAL		
TARGET #CARS	%	
A 1728	50	
B 628	18	
C 619	18	
D 310	9	
F 170	5	
*****END OF REPORT*****		

4:00 PM MON FEB 23 1999		
START-	-STOP	
10:00AM	<>	4:00PM
A SIDE #CARS AVG		
MENU 198 :58		
GREET 198 :04		
PICK UP 198 1:11		
TOTAL 198 2:40		
PULLOUTS = 1		
EVENT: MENU		
TARGET #CARS %		
A 77 39		
B 44 22		
C 40 20		
D 22 11		
F 15 8		
EVENT: GREET		
TARGET #CARS %		
A 180 91		
F 18 9		
EVENT: PICK UP		
TARGET #CARS %		
A 83 42		
B 44 22		
C 38 19		
D 19 10		
F 14 7		
EVENT: TOTAL		
TARGET #CARS %		
A 95 48		
B 38 19		
C 32 16		
D 19 10		
F 14 7		
*****END OF REPORT*****		

This report is a **REAL-TIME (RT)** report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

***** DAILY SHIFT *****		
1:30 AM MON FEB 23 1999		
FROM- SHIFTX -TO		
FEB/ 23/99 <> FEB/ 23/99		
A SIDE #CARS AVG		
MENU 198 :58		
GREET 198 :04		
PICK UP 198 1:11		
TOTAL 198 2:40		
PULLOUTS = 1		
EVENT: MENU		
TARGET #CARS %		
A 77 39		
B 44 22		
C 40 20		
D 22 11		
F 15 8		
EVENT: GREET		
TARGET #CARS %		
A 180 91		
F 18 9		
EVENT: PICK UP		
TARGET #CARS %		
A 83 42		
B 44 22		
C 38 19		
D 19 10		
F 14 7		
EVENT: TOTAL		
TARGET #CARS %		
A 95 48		
B 38 19		
C 32 16		
D 19 10		
F 14 7		
*****END OF REPORT*****		

This report is a **DAILY SHIFT** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

SHIFT REPORTS

This report is a **WEEKLY SHIFT** report, as indicated by the VECTOR HEADER. This report will combine the like shifts from each day in the week, create a single report for each shift, and then generate them on the first day of the succeeding week at the time specified in the REPORT @ feature.

***** WEEKLY SHIFT *****		
1:30 AM MON FEB 23 1999		
FROM- SHIFTX -TO		
FEB/ 17/99 <> FEB/ 23/99		
A SIDE #CARS AVG		
MENU 1352 :47		
GREET 1352 :04		
PICK UP 1352 1:26		
TOTAL 1352 3:01		
PULLOUTS = 6		
EVENT: MENU		
TARGET #CARS %		
A 568 42		
B 284 21		
C 257 19		
D 162 12		
F 81 6		
EVENT: GREET		
TARGET #CARS %		
A 1257 93		
F 95 7		
EVENT: PICK UP		
TARGET #CARS %		
A 649 48		
B 257 19		
C 165 12		
D 160 12		
F 121 9		
EVENT: TOTAL		
TARGET #CARS %		
A 622 46		
B 311 23		
C 230 17		
D 148 11		
F 41 3		
*****END OF REPORT*****		

This report is a **MONTHLY SHIFT** report, as indicated by the VECTOR HEADER. This report will combine the like shifts from each day in the month, create a single report for each shift and then generate them on the first day of the succeeding month at the time specified in the REPORT @ feature.

***** MONTHLY SHIFT *****		
1:30 AM MON MAR 1 1999		
FROM- SHIFTX -TO		
FEB/ 01/99 <> FEB/ 28/99		
A SIDE #CARS AVG		
MENU 5561 :42		
GREET 5561 :03		
PICK UP 5561 1:02		
TOTAL 5561 2:53		
PULLOUTS = 15		
EVENT: MENU		
TARGET #CARS %		
A 2502 45		
B 1168 21		
C 1001 18		
D 612 11		
F 278 5		
EVENT: GREET		
TARGET #CARS %		
A 5227 94		
F 334 6		
EVENT: PICK UP		
TARGET #CARS %		
A 2447 44		
B 1001 18		
C 834 15		
D 667 12		
F 612 11		
EVENT: TOTAL		
TARGET #CARS %		
A 2502 45		
B 1168 21		
C 773 14		
D 781 14		
F 334 6		
*****END OF REPORT*****		

DAILY REPORTS

12:00 AM MON FEB 23 1999		
START- 6:00 AM	DAILY <>	-STOP 12:00 AM
A SIDE	#CARS	AVG
MENU	241	:52
GREET	240	:04
PICK UP	240	1:19
TOTAL	240	2:48
PULLOUTS = 1		
EVENT: MENU		
TARGET	#CARS	%
A	143	59
B	22	9
C	49	20
D	15	6
F	11	4
EVENT: GREET		
TARGET	#CARS	%
A	224	93
F	16	7
EVENT: PICK UP		
TARGET	#CARS	%
A	171	71
B	28	12
C	13	5
D	19	8
F	11	4
EVENT: TOTAL		
TARGET	#CARS	%
A	124	52
B	52	22
C	48	20
D	15	6
F	1	0
*****END OF REPORT*****		

This report is a **REAL-TIME (RT)** report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

***** DAILY DAILY ***** 1:30 AM MON FEB 23 1999		
FROM-	DAILY	-TO
FEB/ 23/99	<>	FEB/ 23/99
A SIDE	#CARS	AVG
MENU	241	:52
GREET	240	:04
PICK UP	240	1:19
TOTAL	240	2:48
PULLOUTS = 1		
EVENT: MENU		
TARGET	#CARS	%
A	143	59
B	22	9
C	49	20
D	15	6
F	11	4
EVENT: GREET		
TARGET	#CARS	%
A	224	93
F	16	7
EVENT: PICK UP		
TARGET	#CARS	%
A	170	71
B	27	12
C	13	5
D	19	8
F	11	4
EVENT: TOTAL		
TARGET	#CARS	%
A	124	52
B	52	22
C	48	20
D	15	6
F	2	0
*****END OF REPORT*****		

This report is a **DAILY DAILY** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

This report is a **WEEKLY DAILY** report, as indicated by the VECTOR HEADER. This report will take all the days in the week, create a single report, and then generate it on the first day of the succeeding week at the time specified in the REPORT @ feature.

***** WEEKLY DAILY ***** 1:30 AM MON FEB 23 1999		
FROM-	WEEKLY	-TO
FEB/ 17/99	<>	FEB/ 23/99
A SIDE	#CARS	AVG
MENU	1687	:47
GREET	1687	:04
PICK UP	1685	1:26
TOTAL	1685	3:01
PULLOUTS = 2		
EVENT: MENU		
TARGET	#CARS	%
A	742	44
B	388	23
C	320	19
D	202	12
F	35	2
EVENT: GREET		
TARGET	#CARS	%
A	1586	94
F	101	6
EVENT: PICK UP		
TARGET	#CARS	%
A	1129	67
B	152	9
C	151	9
D	169	10
F	84	5
EVENT: TOTAL		
TARGET	#CARS	%
A	909	54
B	337	20
C	319	19
D	115	7
F	5	0
*****END OF REPORT*****		

This report is a **MONTHLY DAILY** report, as indicated by the VECTOR HEADER. This report will take all the days in the month, create a single report, and then generate it on the first day of the succeeding month at the time specified in the REPORT @ feature.

***** MONTHLY DAILY ***** 1:30 AM MON MAR 01 1999		
FROM-	MONTHLY	-TO
FEB/ 01/99	<>	FEB/ 28/99
A SIDE	#CARS	AVG
MENU	6948	:42
GREET	6948	:03
PICK UP	6944	1:02
TOTAL	6944	2:53
PULLOUTS = 9		
EVENT: MENU		
TARGET	#CARS	%
A	3405	49
B	1251	18
C	1459	21
D	625	9
F	208	3
EVENT: GREET		
TARGET	#CARS	%
A	6531	94
F	417	6
EVENT: PICK UP		
TARGET	#CARS	%
A	4583	66
B	694	10
C	763	11
D	760	11
F	144	2
EVENT: TOTAL		
TARGET	#CARS	%
A	3458	50
B	1309	19
C	1329	19
D	830	12
F	18	0
*****END OF REPORT*****		

DEFINITIONS OF TERMS

DRIVE-THRU TIMER-A computer technology management tool to measure and monitor drive-thru speed of service in a fast food restaurant

EVENT- Occurrences in the drive-thru and/or the Timer itself

THE FOLLOWING ARE EXAMPLES OF EVENTS:

ACCESS CODE-User can program four individual Access Codes (A,B,C,D) to establish restricted entry to Timer features

ALT CONFIG OFF-The time at which Alt Config toggles OFF and the original main drive-thru configuration is restored

ALT CONFIG ON-The time at which Alt Config toggles ON

ALT DRIVE-THRU CONFIG-Allows user to toggle detection points ON and OFF within the drive-thru config feature by pressing the <DISPLAY MODE> and <MAIN MENU> keys within the same second of each other (not simultaneously)

CARS IN LANE-The number of cars that have arrived at the first active detection point, but not yet left the last detection point

DAYPARTS-Up to eight time periods (1-8) can be entered into the system to break the day into segments. Each daypart automatically ends at the beginning of the following daypart. Some periods usually represented as dayparts are breakfast, mid-morning, lunch, mid-afternoon, dinner, evening, and late-night hours.

DRIVEOFF-The Timer's automatic subtraction of a car that has taken more than the allotted time to reach the next detection point

DRIVE-THRU CONFIG-System settings specific to drive-thru architecture

CAUTION: **DO NOT USE THE DRIVE-THRU CONFIG. FEATURE WITHOUT FIRST CONTACTING PHASE RESEARCH CUSTOMER SERVICE OR YOUR LOCAL DEALER**

EVENT: 00-A counter that keeps track of cars that accumulate no elapsed time (Example: A car triggers an event programmed to delay, but then exits the event before the delay has been completed)

FT (FAST TRACK) EVENTS- Occurrences in the Timer

GLOBAL CODE-Programmable Tech Code that allows full access to the Timer

- A** **GREET TIME**-The time taken to respond to a car that has arrived at the Menu Board/order point
- P** **MAX CARS**-The Timer's automatic subtraction of a car when the actual number of cars exceeds the number that has been programmed (using the drive-thru configuration feature)
- E** **MULTI-STATION EVENT**-An event that starts and stops an event timer from two or more detection points; there may be up to four such events
- N**
- D** **PERIOD**-A user defined block of time used with the Manual Reporting feature.
- I** **POWER OFF**-The time at which the unit loses power
- X**
- 2** **POWER ON**-The time at which the unit regains power
- PULLOUTS**-The operator's manual subtraction of a car that has taken more than the allotted time to reach the next detection point.
- REMOVE CAR**-A manual method by which cars are subtracted from the drive-thru
- RESET LOOP**-The resetting of a Loop and/or Loop Detector due to the false detection of a car (phantom car)
- RESET MEMORY**-Removes all events stored in memory
- CAUTION: DO NOT USE THE RESET MEMORY FEATURE WITHOUT FIRST
CONTACTING PHASE RESEARCH CUSTOMER SERVICE OR YOUR
LOCAL DEALER**
- SET PARAMETERS**-User defined settings specific to each store
- SHIFTS**- Up to four (4) time periods can be entered into the system to break the day into segments. Each shift automatically ends at the beginning of the following shift.
- SINGLE-STATION EVENT**-An event that starts and stops an event timer from a single detection point; there may be up to eight such events
- TARGET TIMES**-Associated with dayparts, these are used to categorize service times on a grading scale and can be set for any event in the system
- TECH CODE**-Allows full access to the Timer; used to protect features such as RESET MEMORY and DRIVE-THRU CONFIG
- 4W PERIOD**-A block of time of 4 consecutive weeks on which reports are based in lieu of monthly reporting.

TROUBLESHOOTING

TROUBLE		PROBABLE CAUSE	SOLUTION
PRINTER	Paper jam.		Remove jammed paper and reload printer. Reset printer.
	Printer locks up.	Paper jam.	Remove jammed paper, reload paper, and reset printer.
	Paper advances but does not print.	Incorrect paper type.	Use specified paper.
		Paper in backwards.	Reload paper correctly.
	Prints too light.	Possible printer issue.	Contact dealer or factory.
	Prints only half of characters.	Possible printer issue.	Contact dealer or factory.
REMOTE	Does not supply all reports.	Printer options set incorrectly.	Set printer options.
	Beeps continuously.	Beeper options setting calls for beeps to continue.	Check target options and reset if necessary.
		Remote needs to be reset.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
		Possible detection issue.	Contact dealer or factory.

A
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D
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X

3

A P P E N D I X	TROUBLE	PROBABLE CAUSE	SOLUTION
REMOTE	Displays colon (:) only.	Brown-out or power surge.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
		Remote needs to be reset.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
		Store hours set incorrectly.	Reset store hours or time and date.
		A particular timed event is inactive, e.g., Remote is set to display a window that is closed.	Reset Remote Display options.
	Blank display.	Remote not connected to Timer.	Reset cable. Wait for Remote to stop counting down and hit Main Menu twice.
		Brown-out or power surge.	Press Main Menu twice.
		Remote needs to be reset.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
		Store hours set incorrectly.	Reset store hours or time and date.

TROUBLE		PROBABLE CAUSE	SOLUTION
MAIN CONSOLE	Timer inaccurately shows store as closed.	Store hours set incorrectly.	Reset store hours.
	Timer continues timing though no cars are in drive-thru.	Slowpoke.	Timer fixes itself.
		Possible detection issue.	Contact dealer or factory.
	Timer does not have power.	Power cord unplugged.	Plug in power cord.
		Circuit breaker in building is tripped (off).	Reset circuit breaker.
		Power to building is off.	
		Blown fuse.	Replace fuse (5mm x 20mm, 5 amp, fast blowing).
	Timer screen is blank.	Power turned off.	Resume power.
	Keyboard does not respond.	Possible power surge.	Contact dealer or factory.
An L light is locked on.		Possible detection issue.	Contact dealer or factory.
Headset not working.		Intercom not functioning.	Check your intercom manual and/or contact intercom dealer or factory.

SET PARAMETERS WORKSHEETS

SET PARAMETERS WORKSHEET SAMPLE

Sheet 1

A
P
P
E
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X
4

Store Header

Store:	FAST BURGER
Number:	1234
Manager:	JONES
Phone:	(123) 456-7889
Modem:	(123) 456-7890
City:	ANY TOWN

STORE HOURS

1st day of week:

MON

OPEN	-	CLOSE
SUN	6:00AM	1:00AM
MON	6:00AM	1:00AM
TUE	6:00AM	1:00AM
WED	6:00AM	1:00AM
THU	6:00AM	1:00AM
FRI	6:00AM	1:00AM
SAT	6:00AM	1:00AM

PRINTER OPTIONS

	RT	DA	WK	MO
Hour	X			
Daypart	X	X	X	
Shift	X			
Daily		X	X	X
Report @	CLOSE + 00:15			or
	time=			

DAYPARTS

START	-	STOP
1	6:00AM	10:30AM
2	10:30AM	1:00PM
3	1:00PM	5:00PM
4	5:00PM	8:00PM
5	8:00PM	1:00AM
6		
7		
8		

Header	ON	PEC	OFF
Targets	ON	AUTO	ON

Remote Display

Remote #1	A	WINDOW
Remote #2	A	TOTAL
Remote #3		
Remote #4		
Remote #5		
Remote 80%		

Flash avg **DAILY**

SHIFTS

START	-	STOP
1	6:00AM	4:00PM
2	4:00PM	1:00AM
3		
4		

SET PARAMETERS WORK SHEET SAMPLE

Sheet 2

Target= A MENU
BEEP ON ARRIVAL= NO

	Time	B	P
A <=	:30	1	N
B <=	:45	2	N
C <=	1:00	3	N
D <=	1:30	4	N
F >	1:30	2	N
F Repeat @	30 SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC	_____	_____

Target= A GREET
BEEP ON ARRIVAL= NO

	Time	B	P
A <=	:04	0	N
B <=	:07	0	N
C <=	:10	0	N
D <=	:10	0	N
F >	:10	0	N
F Repeat @	OFF SEC	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC	_____	_____

Target= A WINDOW
BEEP ON ARRIVAL= NO

	Time	B	P
A <=	:30	1	N
B <=	:45	2	N
C <=	1:00	3	N
D <=	1:30	4	N
F >	1:30	2	N
F Repeat @	30 SEC	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC	_____	_____

Target= A TOTAL
BEEP ON ARRIVAL= NO

	Time	B	P
A <=	1:30	1	N
B <=	1:45	2	N
C <=	2:00	3	N
D <=	2:30	4	N
F >	2:30	2	Y
F Repeat @	30 SEC	_____	_____

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC	_____	_____

SET PARAMETERS WORKSHEET

Store Header

Store: _____
 Number: _____
 Manager: _____
 Phone: _____
 Modem: _____
 City: _____

STORE HOURS

1st day of week: _____

	OPEN	-	CLOSE
SUN	_____	-	_____
MON	_____	-	_____
TUE	_____	-	_____
WED	_____	-	_____
THU	_____	-	_____
FRI	_____	-	_____
SAT	_____	-	_____

PRINTER OPTIONS

RT DA WK MO

Hour	_____
Daypart	_____
Shift	_____
Daily	_____
Report @	CLOSE + _____ or time= _____

Header	_____ PEC
Targets	_____ AUTO _____

	DAYPARTS	START	-	STOP
1	_____	-	_____	
2	_____	-	_____	
3	_____	-	_____	
4	_____	-	_____	
5	_____	-	_____	
6	_____	-	_____	
7	_____	-	_____	
8	_____	-	_____	

Remote Display

Remote #1	_____
Remote #2	_____
Remote #3	_____
Remote #4	_____
Remote #5	_____
Remote __%	_____

Flash avg _____

SHIFTS

1	_____	-	_____
2	_____	-	_____
3	_____	-	_____
4	_____	-	_____

A
P
P
E
N
D
I
X

4

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= _____
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	Time	B	P
A <=	_____	_____	_____
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C <=	_____	_____	_____
D <=	_____	_____	_____
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F Repeat @	_____ SEC		

Target= _____
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A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

Target= _____
BEEP ON ARRIVAL= _____

	Time	B	P
A <=	_____	_____	_____
B <=	_____	_____	_____
C <=	_____	_____	_____
D <=	_____	_____	_____
F >	_____	_____	_____
F Repeat @	_____ SEC		

DAYPARTS AND SHIFTS RECORD

DATE: _____

Dayparts

Sun		Mon		Tue		Wed		Thur		Fri		Sat		
start	stop													
Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		
1														
2														
3														
4														
5														
6														
7														
8	Store closing time		Store closing time											

Shifts

Sun		Mon		Tue		Wed		Thur		Fri		Sat	
start	stop												
1													
2													
3													
4													

NOTES: _____

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